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ABSTRACT

Reported are the results of a one-year planning and demonstration project of the Dallas Public Library that developed special information services for social agency personnel working with the aging. Progression of the project, from the surveyed assessment of the information needs of the specific group of 415 social workers through the planning and implementation processes, is detailed. Cost figures and the feedback on the relevancy of information dissemination modes to the service providers' information needs are presented. Recommendations are included. Appendices provide samples of survey and record maintenance forms and dissemination publications created for the project. (Author/JD)

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Final Report

Project No. 475AH80028
Grant No. G007801809

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SPECIAL INFORMATION SERVICES

July, 1978 - August, 1979

U.S. DEPARTMENT OF HEALTH, EDUCATION AND WELFARE
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IR007944

Abstract

The results of a one-year planning and demonstration project for the provision of Special Information Services for service providers to the aging in the Dallas Public Library are reported. Progression of the project from the surveyed assessment of information needs of the specific group of 415 social service workers through the planning and implementation processes are detailed. Special Dissemination of Information (SDI) Current Awareness services, librarian-assisted online computer and manual searching and telephone reference (including community I & R) were supplied by 2 project librarians. Other modes of information dissemination included mailings of newsletters and fact sheets, workshops and a traveling photo-mural exhibit on agism. Cost figures and feedback on the relevancy of information dissemination modes to the service providers' information needs are reported. Appendices include samples of survey and record maintenance forms and dissemination publications. Conclusions were that the provision of special information services was an appropriate public library role. The result was an effective program which worked well and created satisfaction among service providers. The effort expended was not minimal and the expense of services rendered could not be considered cost effective for a present-day public library budget without careful study of a library's service priorities.

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SPECIAL DISSEMINATION INFORMATION
TO SERVICE PROVIDERS FOR THE AGING

Dallas Public Library

July, 1978 - August, 1979

Executive Summary

A Dallas Public Library report: "Library Services to the Aging: Status Report and Recommendations; Dallas, 1975."[1] pointed out that satisfaction of the information needs of agency staff providing direct services to the aging was a primary need in the community. Interviews with service providers and a subsequent library survey in 1977 indicated that service providers to the aging in Dallas were only partially successful 38% of the time in satisfying their information needs, although the public library was listed 3d among those information sources utilized. It appeared that information needs which could be met by the Dallas Public Library were being satisfied on an average of 31% of the time with some types of information at percentages as low as 11 to 15. Some effective approach to library information dissemination appeared appropriate for this group.

A proposal for the Special Information Services Project to provide one year of Library Research and Demonstration was presented to the Department of Health, Education and Welfare, Office of Education, Office of Libraries and Learning Resources in December, 1977 and accepted for funding. The project opened on July 1, 1978 when a staff of three; program manager, research assistant and clerk/typist began work. The Research assistant was housed in the History and Social Sciences Division of the Central Library, and due to lack of space, the manager and clerk/typist had an office one floor above. The program was divided into three phases: July through September, 1978, the planning phase; October, 1978 through April 1979, the demonstration phase, and May and June, 1979 the evaluation phase. In June, the calendar was extended by two months, allowing the demonstration phase to continue through June, 1979 with services and the evaluation phase closing the end of August, 1979. During the final two months the project manager, and regular library staff were probing for ways in which some services could be retained. At the close of the project, all service providers had been provided with information on how to continue utilizing library information services. The fee structure for search services was being re-studied by library staff members. The library had not budgeted a position to provide the personal service offered by SIS, but service providers could receive information guidance from regular staff. A librarian in the History and Social Sciences Division responsible for gerontology resources selection was briefed on SIS. This librarian and the former SIS search assistant were placed on the library's computer search team. Publications of SIS were discontinued, and the only alternative which appeared positive was for library staff to explore the possibility of a monthly column in the Older Texan, a free newsletter prepared by the Richland College Center for Older Texans. In general, service providers would now rely on the regular services provided by the Dallas Public Library Staff. SIS staff recommendations on how to keep the communication lines to the service providers open and maintain the level of services available in the program were presented to administration, at their request.

The objectives of the program were:

To research present information services to Social Services personnel in order to determine if new modes of service can significantly increase user satisfaction levels of this special user group;

To establish a baseline of presently articulated informational needs, library use, and satisfaction levels for this group;

To develop modified Custom Search/Current Awareness activities, using both traditional manual access resources and newer computerized resources, to meet the informational needs identified in a baseline study;

To document staff time involvement, computer related assistance costs and user satisfaction levels in providing Custom Search/Current Awareness services to this user group;

To evaluate various modes of custom information services in terms of relevancy to specific information needs and user satisfaction;

To discover if there are predictable categories of information need situations that can be used to determine formats and search strategies most satisfactory to users and libraries;

To evaluate project results in a format that can assist libraries in integrating new technologies with traditional resources in ways that are satisfactory to both users and libraries;

To evaluate the project results in a format that can assist libraries in developing strategies and modes of information transfer to meet the informational needs of Social Services personnel, and other special user groups.

The goals developed by the study team were to

define the information needs of the service group, and prepare an information profile for each individual user

educate the service provider about library services available, how to use them, and how to differentiate types of information

alert the Dallas Public Library to a community service group in need of information, and assess the public library role as a desseminator of special information and

stimulate the motivation of service providers to sustain an interest in the use of information as a tool in providing better services for the aging population.

Activities designed by the program to achieve the goals were:

Telephone survey of information needs in which 57 service providers were contacted.

Information dissemination

Publications for mailout

Monthly newsletters - a total of 8 were mailed to all participants

Fact Sheets - 12 fact sheets mailed to participants with specific subject interest - a total of 1061 mailed out.

Emergency Aid Directory - mailed to all participants plus requests for a total of 500.

Programs and Speakers
a total of 150 information sheets mailed out in response to subject interests solicited in Fact Sheet #4.

Workshops
  Government Documents - 15
    individuals representing - 9
    different agencies in attendance
  Media-mix orientation to library resources for
    programming - 33 Nutrition Center Managers in
    attendance

Follow-up requests to Community Services from 15 agencies reaching 551 individuals

Humanities - Two workships with 42 individuals in attendance representing 8 different agencies.

Resource collections at conferences prepared for audience of 200 - bibliography of collection provided community services librarians for future reference.

Reference at Central Library

Reference interviews - 100 in total

Manual and computer searches - 93 in total

Telephone quick reference - average of 5 per week

Telephone information with referrals to other library units or to outside agencies - average of 3 per week.

SDI/Current awareness for 20 individuals

Document delivery - total of 326 items

Feedback solicitation - 260 responses

Record maintenance - time/costs for searches, files and profiles of service providers and activities

The project was to use existing print and automated information resources of the Library in innovative service patterns to meet the information needs of Dallas Social Services personnel working with the aging. The services were to include development of adaptations of SDI/Current Awareness suitable for a public library. The program was not designed to provide services or programs for older people as a group. The service area was limited to the Dallas Metroplex.

The project activities were designed to assess the information needs of the group to be served and to meet those needs through an appropriate variety of information dissemination methods. Data for needs assessment was obtained on a continuing basis by telephone survey, Newsletter feedback, reference interviews, telephone queries, and personal contacts at workshops. Information dissemination was achieved through publication mailout, workshops, document delivery, SDI/Current awareness citations, and in person searches, and reference. Feedback on needs and satisfaction levels was obtained by postcard form, through SIS publications, mail and telephone surveys and unsolicited comments. Activities were considered to have been effective when participants could describe the knowledge gained and how that knowledge was useful in providing their services. Subsequent use of a library service was often an indication of effectiveness.

The opening survey of service provider needs was very effective in defining the level of information with which the program must start. The greatest need was to provide information about different kinds of information, the roles of the library in information, and ways in which the service provider could enter the system to get at the appropriate information. Subsequent activities, measurements of effectiveness, objectives and achievement of goals would need to be assessed against a multi-level base of information awareness. Services of the total Dallas Public Library System would need to be assessed and incorporated in order to develop effective information dissemination modes and a document delivery system.

Feedback from evaluative postcards indicated computer and manual search results were extremely effective. Many new information needs were also recorded. Survey results from the Government Documents workshop indicated all participants had learned more about how to locate library information, and several had specific ways in which the information had been utilized. Subsequent reports indicate at least two new proposals granted, in the preparation of which, library information had been helpful. Feedback from Community Services Librarians on requests for workshops at nutrition centers and other aging agencies indicate growth in service provider knowledge of access to information.

Data gathered from the project included a subject list of queries from which a coded list of key search terms was developed. Each service provider had a manually punched key sort card on which his profile was noted and the appropriate key terms were punched along with the name of his agency. Also available for each service provider was a folder of activities in which he engaged, including computer search activities with time, cost, computer data file numbers and key terms used. Comparative cost data for publications, APL/CAT I and R, manual and machine services, plus librarian hours indicate special dissemination services may not be cost effective when provided to large groups.

Special dissemination of information to service providers to the aging by a public library is an appropriate role. Service providers do need and will utilize library information at a vareity of levels. When the service provider has direct contact with numbers of aging on a daily basis, time and geographic access barriers must be minimal. Library services for the planner, administrator, or other service provider who seeks information at reference or research levels is often affected by the same time/geographic barriers. The quality of the service providers' knowledge of a library's resources and the appropriate channels for access to the resources has a direct effect on the quantity, character, and quality of their library use. Special dissemination of information meets their needs.

Service providers demonstrated an impressive growth in information awareness by the increasing quantity of queries and the growth in quality of needs' definition and the depth and breadth of subjects covered. Responses to all information dissemination modes was positive, resulting in requests for resources listed, referrals to new users, and requests for further information on topics covered. Evaluative feedback indicated a high rate of relevancy in information disseminated, documents delivered and workshops presented.

Indications from evaluations were that service providers had found library information enhanced their capabilities in serving the aging. There is a demonstrated library information need in the community which is within the role of a public library to serve. The provision of a librarian to help them define and meet their information needs, access to information from online computer databases without charge and a newsletter to provide current information were the elements service providers did not want to lose. Without ongoing budgetary support those are the elements which the library cannot financially maintain. A shift of priorities to special information dissemination in a public library would have a major impact on staff service patterns, service philosophies, library policies, and budgets.

Education for social service workers should include a course or seminar on the use of information systems which includes training in key terminology.

In-service training seminars on information awareness could be held by social service agencies for their staffs in coordination with a local School of Library and Information Science, a gerontology library, or a public library.

Social service agencies should include information services as a budget item and include the same budget item in grant proposals.

Public libraries, and key social service agencies working together, should explore ways in which the importance of local continuation funding for information dissemination can be communicated to community officials.

Section I - Introduction

Working with Social Services personnel concerned with the aging, the Dallas Public Library developed and demonstrated modifications of Selective Dissemination of Information or Current Awareness services in common use in Special or Academic Libraries. The goal was creation of service patterns that would be effective and efficient for both public libraries and users.

The key terms here are: effective (producing a result) and efficient (with a minimum of effort, expense, or waste; working well). The result was an effective program which worked well and created satisfaction among service providers. The effort expended was not minimal, and the expense of the services rendered could not be considered cost efficient for a present day budget item. Minimal effort per user at the least expense in order to cover larger numbers of users is the existing mode of operation. The user, to draw upon the maximal service capabilities of a large and busy public library today, must compete for individual librarian time and must be a knowledgeable user of the library system and its resources. The problem became one of planning and demonstrating a maximal service designed to raise satisfaction levels in meeting the needs of service providers while weaving a thread of possible services into an already existing system with its policy, budget, staff and governmental restraints.

Reports from other public libraries engaged in working with selective dissemination of information centered on the provision of on-demand online SDI services to all types of users. Reports from DIALIB,[2] a joint project of lockheed and 4 California public libraries, 1974-1977, indicated heavy user interest in online SDI services with a resulting major impact on library staff time. In November, 1977, Minneapolis Public Library performed a 1 month test program "to assess the viability of offering online searching as an extension of the reference service." All patrons were referred to one of 6 online searchers. The service was still continuing as of October, 1978 and a Management Team had been assigned to "determine the future course of machine-assisted reference services."[3]
Service to a particular interest group has been available at Dallas Public Library for City of Dallas professional staff for a year and a half. Modified SDI consisting of an on-demand mix of manual and online searches, and a monthly newsletter listing bibliographic citations of an aspect of urban information. No personal profiles are maintained, and online services are encouraged but rarely used, since few city offices are budgeted for Information Services. The Dallas Public

Library Division Head[1] by whom the Municipal Reference collection is managed, previously worked at New Orleans Public Library where, he notes, a daily, manual SDI service is supplied to City professionals who search in-house for items relating to individual profiles. The service includes document delivery. Both of the above interest group services are considered to be cost effective.

In 1977 Syracuse University designed a "Protype Gerontological Information Program" for the purpose of gaining some insights into the potential of an information dissemination system in strengthening the capacity of agencies to serve the elderly. Mail survey interviews with prospective users indicated that personal contacts were the most helpful information source for all agencies responding. The respondents were divided into 4 major groups, only one of which (Nursing Homes) designated libraries as an information source they used. From a choice of types of information used all respondents selected directory information most frequently.[4]

The special group of users for whom information services were to be developed in the Dallas project were already receiving specialized library services to some degree and library information services at a very low level. Dallas Public Library's APL/CAT (A Programmed Language - Community Access Tool) was providing fee based computer printouts and annual subscriptions to the total microfiche listings. Other services of this community I & R (Information and Referral) were available without charge from the Central Library, e.g. telephone access for a limited number of listings and access to the total database on microfiche. A mobil library unit serving some aging groups also provided information in the form of books, at the request of agency staff persons in those agencies visited by the unit. Services to the aging had been part of library policy for many years, and to a minor degree supporting resources for activities of the elderly had aided service providers. The information needs of staff members in agencies serving the aging had rarely been encountered, and agency personnel, when requesting information resources, were functioning as the intermediary for deliveries to the people they served. Both library and service agency staffs automatically translated information needs of the service providers into information delivery to the aging. The primary problem was to define the real information needs of the group to be served. Staff members at the Central Library where the Special Information Service was to be housed could not define the service providers as a user group, and there were no records to indicate the fee based computer services had been utilized by service providers to the aging. The collection of books on the subjects covered by gerontology were used, but estimates were that the usage was not heavy. The collection was quite thorough and was continuously updated through the usual selection process.

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[1] Personal interview with Milt Ternberg, Head, Government/Publications/Maps/Municipal Reference Division, Dallas Public Library.

When the project opened the project team hypothesized that service providers to the aging rarely used the public library to satisfy their information needs. The apparent lack of use was considered to be lack of knowledge about available library services and resources. The Advisory Committee of key aging service personnel considered that SDI services in the form of bibliographies would be little used or ignored altogether by service providers, but a special personal contact to call at the library and delivery of documents would be utilized with some frequency. Some staff members contended that community information would be in greatest demand.

In describing the proposed program to staff and service providers it became obvious very early that SDI and current awareness were terms loosely and variously defined by library staff members. Information dissemination and document delivery needed to be differentiated in the planning and demonstration processes. Definitions needed to be more precise, e.g. while document delivery might normally be considered a form of information dissemination, for purposes of this study, the document would be the end product for which a delivery system would need to be developed.

Martha E. Williams has defined most clearly the differentiations which troubled some library staff. "A retrospective search, or question, is one which is run against older, historical or past files, whereas a current awareness search is run against only the most recent file." She adds that the retrospective search is usually run only once against a file, while the current awareness search can be run many times.[5] Current awareness is run against a user's personal information profile which is kept on record. While SDI is generally considered as a special service for one individual, within a large common interest group such as service providers to the aging, two or more persons may have an interest profile containing some identical search items. Retroactive and SDI current awareness searches can be done on line through the computer, manually through periodical indexes, or as a combination of both.

The clientele of the Dallas Public Library's Special Information Services (SIS) were limited to service providers for the aging. The following eight objectives were defined by the grant proposal:

> To research present information services to Social Services personnel in order to determine if new modes of service can significantly increase user satisfaction levels of this special user group;
>
> To establish a baseline of presently articulated informational needs, library use, and satisfaction levels for this group;
>
> To develop modified Custom Search/Current Awareness activities, using both traditional manual access resources and newer computerized resources, to meet the informational needs identified in a baseline study;
>
> To document staff time involvement, computer related assistance costs and user satisfaction levels in providing Custom Search/Current Awareness services to this user group;
>
> To evaluate various modes of custom information services in terms of relevancy to specific information needs and user satisfaction;
>
> To discover if there are predictable categories of information need situations that can be used to determine formats and search strategies most satisfactory to users and libraries;
>
> To evaluate project results in a format that can assist libraries in integrating new technologies with traditional resources in ways that are satisfactory to both users and libraries;
>
> To evaluate the project results in a format that can assist libraries in developing strategies and modes of information transfer to meet the informational needs of Social Services personnel, and other special user groups.

Through the provision of information to meet the service provider's information needs it was projected that a resulting multiplier effect of broader information communication to the aging community would take place. It was also highly conceivable that services provided by agencies serving the aging could be significantly improved by well informed agency personnel.

The population of service providers to be served was identified by a mailout describing the SIS program and inviting the participation of 256 agencies listed in APL/CAT. Initial plans were made for 135 agencies responding to the invitational letter, listing 415 workers to whom information was considered to be of benefit. This key group of service providers would be those for whom special dissemination of information would be planned. Types of agencies and individuals covered all types of service provision and personnel with a wide range in educational and experience levels.

In order to develop formats suitable to attain objectives and goals, the information needs of the service providers had to be ascertained. A preliminary survey done in 1973 had provided some broad subject categories which did not afford a definitive base of information needs from which to develop search strategies or modes of dissemination. A telephone survey of 57 service providers drawn by random spot selection from the key service providers was accomplished, and more specific clusters of information needs became apparent. Following the preliminary moves, the project was divided into three phases; planning, demonstration and evaluation.

Working with a project evaluator selected from the social services community, and with the advisory committee of key service providers, special dissemination modes were chosen for use. Traditional SDI in use in universities and special libraries was modified with a carefully planned mix of community information and bibliographic citations, written in language which would be acceptable at many levels. In the library, the SIS search assistant, new to the library and to the field of gerontology/geriatrics, researched machine and manual resources available at the Dallas Public Library, in preparation for profile search activities. Document delivery could be accomplished by mail, within the Dallas Public Library System to branches, and through Interlibrary Loan and microfiche at the Central Library. It was anticipated that some service providers would come to the Central Library for materials, and this method of delivery was to be encouraged. Lancaster opines that "The whole area of document delivery is one that has been sadly neglected in the design of information services." He adds that rapid document delivery should be part of an SDI service; In his words, "If we are prepared to design personalized current awareness services in which machine listings go directly to a user's office, why do we leave him to his own devices for document delivery purposes, usually requiring him to make a personal visit to the nearest library?"[5] Atherton and Christian cite, "Many libraries, reasoning that the user's real objective is information, rather then citations or abstracts, consider the provision of full-text documents an integral part of their reference services. Dallas Public Library.....(is) in this camp."[6] We were to find that Dallas Public Library had made no policy or budget commitments to the type of document provision as described by Lancaster. SIS coverage of document delivery was broad, planned to fit access needs of the service providers. All services for which Dallas Public Library charges fees were delivered free. In-house records were planned and maintained for agencies, service providers, personal profiles, and computer and manual searches. A manually punched key sort card for each service provider could be keyed out by profile key terms and agency affiliation. An activity file was developed for each service provider, giving information on services used, and a user feedback mechanism was established. While record keeping never reached the state of optimum coverage, objective evaluation of levels of usage and satisfaction were assured. As in most projects, planning is only a base from which to start, with provision for guidelines as to scope, and some degree of restraint in services rendered. Flexibility to change where necessary to provide a better program dictates that planning continue throughout a project.

The demonstration phase was approached with mixed feelings on the part of the SIS staff team. There was excitement about the service that was planned, coupled with apprehension about defining and meeting real information needs in practice. Response to the opening Newsletter quickly allayed the fears, and from then on SIS was in the business of interpreting and meeting real information needs of service providers to the aging. The only apprehension remaining was that of keeping current with demand with one hand while maintaining records with the other. Modified or adapted special information services can be performed for social service personnel in public libraries. SDI services, if coupled with a document delivery system providing easy access, can raise service providers' library expectancy and satisfaction levels. Problems of incorporating a "custom service" into a public library system with established policies and routines indicate needs for careful planning. Present library budget restrictions indicate that payment for such services would necessitate budget study and evaluation of cost/effectiveness at both service agency and library administrative levels if an SDI service were to continue in a public library.

Section 2

Methods of Procedure

The planning process for the demonstration phase of the Special Information Services was to cover the initial 3 months of the program, July 1, 1978 through September 30, 1978. A staff of 3 persons, the Project Manager, Search Assistant and Clerical would accomplish the identification of individuals in the service group, develop and perform an information needs survey, identify suitable information dissemination and document delivery modes, and prepare in-house records maintenance formats. A project evaluator and an advisory committee of key service providers to the aging were selected to offer assistance in the planning.

The members of the Advisory Committee and their agencies are as follows:

Nora Linares
Community Council of Greater Dallas, and
area Agency on Aging

Molly Bogen
Senior Citizens of Greater Dallas, Inc.

Jo Rios
Texas Department of Human Resources

Natalie Beers
The Dallas Home for Jewish Aged

Ruby Nell Ruth
Health Maintenance Program
The Visiting Nurse Association

Donald F. Learner
Dickinson Place
(Retirement Residential Apartments)

Annie Erving
Dallas County Nutrition Program

Dr. Marvin Ernst, ex officio
Project Evaluator
Professor of Gerontology
Univ. of Tex. Health Science Center at Dallas

ADVISORY COMMITTEE MEETINGS CALENDAR

1. July 27, 1978
2. September 28, 1978
3. November 30, 1978
4. March 29, 1979
5. May 31, 1979
6. July 26, 1979

The planning process would move in a multi-linear progression. Plans defining the structure of the service group would necessarily proceed in linear progression, while planning of demonstration processes and library staff orientations could be accomplished concomitantly as the program took shape.

Librarians at the Central Research Library where the project was to be housed are the Dallas Public Library System specialists in subject fields and are dedicated to quality services. Current work loads are very heavy, with predicted minimal increases in staff numbers. The History and Social Sciences Division had been selected as the appropriate unit in which to locate the project, but space limitations allowed room for only one desk. It was decided that the project research assistant would be assigned to that site, and the project manager and clerk in the office one floor above. Telephone extensions would be available at both sites, providing the project clientele with two numbers to call for information. The project research assistant would be available to work with the project clientele and other patrons who come into the library for consultation. Most significantly, library staff of the division would become familiar with the special services being provided. Dallas Public Library's experience with projects had shown that a separatist attitude can quickly develop when staff feels pressured by the distant threat of a new user group with whom they have had no contact. Identifying the Special Information Services directly with a regular library service unit could open the door to continuing communication at such time as the project would close out. It was hoped that, to a minor degree, regular staff might become involved in helping serve the client group. Throughout the planning period the project search assistant was becoming oriented to library resources which could be expected to be useful in service to the prospective users, and staff librarians were helping in this orientation.

The grant proposal projected a service provider group of 1000 individuals, and the first objective in the planning process was to identify the individuals. A descriptive letter, a form for listing agency personnel (Appendix I) and a stamped return addressed envelope were mailed to the Directors of 256 social service agencies providing services to the aging. The list of agencies was obtained from a Programmed Language Community Access Tool (APL/CAT), the Dallas Public Library's community information computer database. Return responses were received from 135, or 51% of the agencies contacted, and coverage of types of agencies was excellent. The total number of service providers listed by agency directors was 402. The project mailing list file was made available on 4 x 6 cards. Each file card contained the name, telephone number, job title and agency address.

JONES, ELIZABETH 292-5500
Center Manager
Carver Senior Center
801 Clark St.
Garland, TX 75040

SAMPLE CARD

A rough color coding by a combined type of institution/job title was devised within the following categories:

Dark blue	Health/Nursing/Medical
Yellow	Activities/Recreation
White	Administration

Red	Employment (career, counseling, job development)
Light blue	Education/Research
Light green	Social services, special services, deaf, blind, etc.
Dark green	Parks/Senior centers/churches, etc.
Pink	Nutrition centers
Orange	Homes for aging (including nursing homes)
Brown	Senior Citizen housing (HUD, etc.)

This initial coding was merely to give the project team a feel for clustering of possible information types which might aid in planning for a key sort file. One such cluster was identified as recreation centers, housing centers and aging homes, and nutrition centers, all multipurpose agencies in which ideas for activities and programs might be expected to be needed. The resulting clusters indicated that a key sort system would indeed prove helpful in selecting groups for specific types of information mailouts. While staff would be concerned with maintaining individual interest profiles, search files which would serve more than one individual would also be developing. Coding each key sort card with the individual's interest profile would then make it possible to key out all interested parties when a fact sheet or article on programming ideas was to be mailed out. Interest areas to which only 3 or 4 profiles were keyed could be provided information where feasible. Further refinement of this aspect of the project would await the results of the needs survey. The color coding was also of value to the project research assistant in defining possible areas of user needs. Searching these needs was helpful in locating government documents, index terms, and in a general orientation to library holdings.

The grant proposal's preliminary survey had provided a list of specific interest/needs areas from which participants were to select. Special Information Services wanted the service providers to provide their own list of needs. Comparison of the two lists could then be expected to give a closer definition of what was hoped would be some specific needs as well as some needs patterns which might verify or contradict the proposal list. It was considered important that the survey form should avoid any suggestion of guidance toward particular needs areas. A sample survey form was presented at the first Advisory Committee meeting in July, 1978. (See Appendix II). The comments were immediate, unanimous and firm. "Do not mail a survey, your response will not be good. They (the service providers) can't answer questions about information needs without suggestions from which they select." The decision was to develop a questionnaire which could be used for a telephone survey. The telephone survey form was developed by the project evaluator. (See Appendix III).

The project team, advisory committee and the evaluator were in agreement that primary evaluation would be on the impact of Special Information Services (SIS) on the group being served. The survey questions were developed to define needs of the service providers as well as providing some determination as to their levels of information expectation from the library at the opening of the project. At the evaluator's suggestion a random spot selection was taken from the card file and 57 service providers, covering all ranges of job level and types of service providers, were interviewed. The telephone survey was opened on September 1, 1978 and closed at the end of the first week in October. The survey calls were made by the project manager and search assistant, both librarians, and the completed telephone interviews were sent to the evaluator for tabulation.

In-house evaluations of the relevancy of library searches to the satisfaction levels of the service group would be evaluated by the project team. Two forms for search recording were developed; Form #1 was developed during the planning period and found to be adequate for manual searches only. Form #2 was used for computer searches. (See Appendix IV). An activity folder was opened for each service provider as queries were received, or a known need was met by special dissemination of information, and search records for each individual were maintained within his/her file folder. A manually punched key sort card was placed in a name file for each service provider. The card was code punched for agency name and key terms. The interest/needs subject profile was entered on each card.

The proposed dissemination modes were developed and presented to the Advisory Committee for suggestions at the September meeting. It had been previously pointed out by the Advisory Committee that bibliographies would probably be little used, or completely ignored. All were in agreement that Newsletters combining bibliographic information and notes of community activities would be well received and specific subject Fact Sheets might be feasible for specific subject needs. Dissemination modes selected were availability of information through 2 telephone numbers dedicated to the service providers with names of staff team to call, mailouts of monthly newsletters and specific subject fact sheets, individual SDI/Current Awareness services to a select group not to exceed 20 individuals, workshops, a traveling exhibit on agism, and special community information printouts from APL/CAT.

The demonstration phase of the project was opened with a very low key announcement of program services mailed to 402 participants on October 1, 1978. (See Appendix V). Names and telephone numbers of the two resource persons at the library was considered the primary information to be released at this time. Initial queries could be handled and communication lines opened, allowing preparation time for the first SDI instruments.

The newsletters were planned to be of general interest to all service providers and were mailed to all program participants. They covered new books, articles from periodicals, and community information. The subject coverage was broad, based on the assumption that in addition to meeting some of the expressed needs, a reader might see an article or book which would trigger an interest he had not anticipated - the "information surprise"[7] that brings a response such as, "Why didn't I think of that? I could use that information." Remembering the admonition of the Advisory Committee concerning mailout bibliographic types of dissemination, SIS staff decided the publications needed to provoke the attention of the recipient. Colored paper, a different color each time, was used for both newsletters and fact sheets. The format of the newsletter's front cover was "borrowed" from the Municipal Reference newsletter because it provided a prominent blocked-in space for SIS identification, including names and phone numbers to call. The remaining space was a lengthwise half page in which very brief items could be listed. Quotations on aging, information about special programs or special announcements on SIS were placed in that space. Frequently, a quote on the cover would refer the reader to a book or further information on a program listed inside. Each newsletter was prepared with enough variation in information and arrangement that the reader could not anticipate exactly what kind of information it might contain. Bibliographic citations in both publications gave call numbers and library locations. Eight newsletters were mailed during the project. (Sample newsletters - Appendix VI). Fact sheets were one page (8-1/2 X 11 on both sides) briefly annotated bibliographic resources in specific subject areas of common interest, for mailing to 50 to 100 service providers. In some instances fact sheets included community information items applicable to the subject area.

Fact Sheet #1	Programs & Activities	Nov., 1978
Fact Sheet #2	Food and Nutrition	Nov., 1978
Fact Sheet #3	Physical Fitness	Dec., 1978
Fact Sheet #4	Programs and Speakers	Jan., 1979

Fact Sheet #5	In-Service Training Resources for Long Term Care Facilities	Feb., 1979
Fact Sheet #6	Advocacy and Political Action	Feb., 1979
Fact Sheet #7	Housing Types	Mar., 1979
Fact Sheet #8	Government Documents	Mar., 1979
Fact Sheet #9	The Older Worker	Apr., 1979
Fact Sheet #10	Travel	May, 1979
Fact Sheet #11	Sexual Activity and Aging	June, 1979
Fact Sheet #12	Death and Dying	July, 1979

(Sample Fact Sheets - Appendix VII)

All newsletters and fact sheets were prepared and typed in the SIS office and photocopied in the Library Print Shop. The original copy was retained in the SIS office for use when more copies were needed than had originally been anticipated. The first fact sheet was designed to be folded and mailed without an envelope. All subsequent fact sheets and all newsletters were mailed in envelopes. All informational mailings, with the exception of one directory, were sent first class in order that address and personnel changes, which are frequent, could be corrected in the project files. In replication, bulk mailing would be far more cost effective, and return of undelivered items less critical.

In November, 1978, the first newsletter (Appendix VI) was mailed to 402 participants in the project. Results from the telephone survey of 57 service providers, a scattering of initial queries for information, and Advisory Committee inputs indicated that the most pressing information need concerned the library and its resources. (The final Newsletter, July 1979 - (Appendix VI) repeated services available from the Library with hints to service providers on maintaining information contacts with the Library.) Lacking a base understanding of the variety of library resources, many service providers might be expected to continue to address information queries to the long traditionally expected services of the deposit collection designed to serve the recreational reading interests of their clientele. The November Newsletter described information resources available across the library system and identified the services available from Special Information Services. The final page of the newsletter was a questionnaire. (Appendix VI). A stamped, return addressed envelope was mailed with each newsletter to encourage feedback. Responses to the questionnaire were expected to verify the validity of areas of common interest selected for fact sheet information. It was also anticipated that the interest groupings which had been tentatively defined from answers to the initial survey of

57 participants and from agencies which appeared to have identifiable interests/needs by virtue of their activities, such as nutrition centers and recreation centers, would be justified. Participants were encouraged to include other interests/needs and to indicate interest in computer database information and/or government documents workshops. It was anticipated that resulting feedback would enlarge the number of interest profiles and provide a broader range of subject interests from which staff could develop future Fact Sheets.

Every service provider received newsletters, groups with common subject interests received fact sheets, and specific subject requesters were provided with additional special dissemination of information. Computer print-outs of citations and/or abstracts, tables of contents of books or periodicals, and brief bibliographies of manually selected periodical or journal articles were mailed where appropriate to a query. Newsletters also often incorporated one or more items concerning the special interests for purposes of information proliferation. Current awareness services for a select group interested in subject matter on a continuing basis were initiated and continued to the close of the project.

Two community information needs areas which the project team felt had not been met and were frequently mentioned by service providers were those of emergency aids and speakers or programs. In order to satisfy these queries the January monthly newsletter was replaced by a 79 page directory of Emergency Aid Services in Dallas County. (For title, foreward and contents pages see (Appendix VIII). The sources listed came from APL/CAT (A Programmed Language, Community Access Tool), the Dallas Public Library's community agency computerized database. Printouts from APL/CAT are large, unwieldy to handle and difficult to organize in a form which is easily used by the service provider. The Emergency Aid Directory was produced by the APL/CAT programmer in an 8-1/2 X 11 sheet format which served as the basis for a manual, with a minimum of cutting and pasting, organizing and explanatory addition by SIS staff. Two important elements incorporated in the manual were the breakdown of services by zip code numbers and division of emergency aids into the categories of services such as clothing, financial aid, food, shelter and transportation.

Treatment of speakers and programs was handled in a fact sheet because a major reorganization of the printout materials was necessary to provide understandable access. Fact Sheet #4 (Appendix VII) listed major subject areas for which speakers and/or programs were available and tours and events and subject areas in which key agencies might provide leads to speakers or programs. As a request came in for a specific subject area, the appropriate agencies were cut from the large printout and pasted on an 8-1/2 X 11 sheet of paper for reproduction. Arts and Crafts, and Tours and/or Visits to Annual Events are shown in (Appendix IX).

Another example of response to a direct need was brought to the staff team's attention by the Advisory Committee. The State Department of Health issued requirements for nursing homes across the state to implement staff service training programs within their facilities. A staff member would be named as coordinator for the training program. A crash program was needed to help the homes meet their requirement since most of them had no in-house training program and no staff member experienced in training to serve as a coordinator. The advisory committee recommended that SIS provide a more extensive fact sheet for the nursing homes. The resulting Fact Sheet was mailed to all nursing homes in the Dallas area, including those who had not expressed interest in taking part in SIS by responding to the initial invitational announcement.

In addition to printed dissemination of information, SIS provided workshops. The first workshop to meet group information needs was presented in December, 1978, for managers of the 33 nutrition centers. These centers are actually multi-purpose senior centers which include both a noon meal and activities or programs. The purpose of the workshop, as defined by the central resource person for the centers, was to explain and demonstrate multi-media informational resources of the library. Staff members of Dallas Public Library accompanied Special Information Services team members to provide information and demonstrations on the use and care of film projectors, to describe community services available and to display informational materials.

In March, 1979, a seminar on Government Documents was held for 15 participants.

GOVERNMENT DOCUMENTS SEMINAR
Special Information Services

Dallas Public Library March 1, 1979

AGENDA

9:15-9:30 a.m. Coffee
9:30-9:35 a.m. Introduction
Heather Williams, Special Information Services

AGENDA (continued)

9:35-10:15 a.m.	Indexes to Government Publications Milt Ternberg, Head, Government Publications, Maps, Municipal Reference
10:15-10:45 a.m.	Federal Agencies with Publications Concerning the Aging. Examples of Selected Publications Heather Williams, Special Information Services
10:45-11:00 a.m.	Break
11:00-11:30 a.m.	State and Federal Laws and Regulations Tom Bogie, Division Head, History and Social Sciences
11:30 a.m.-noon	City of Dallas Population and Housing Data Bill Tolbert, Urban Planner, City of Dallas, Office of Management Services
Noon-12:30 p.m.	Foundations Tom Bogie, Division Head, History and Social Sciences

The packet of information prepared by SIS, Municipal Reference and History and Social Sciences Divisions for the seminar was subsequently mailed as Fact Sheet #8 to all service providers who had previously indicated an interest in attendance but were unable to be at the seminar. (Appendix X). All service providers who had expressed an interest in a fact sheet on legislation received copies of the Laws and Regulations section of the packet.

In the May Newsletter one of the information items concerned the NCOA/NEH Humanities program for the aging. Ideas for programs continued to be a pressing information need of many service providers. SIS did not consider sponsorship of such programs as an appropriate role, but during May SIS staff met and advised with two agencies; a nursing home/activity center complex and a community senior center, which were interested in sponsoring training workshops. SIS continued to support the two agencies, coordinating with the regional director for the NCOA/NEH project who would provide the training, and obtaining a film and resource librarian for one of the workshops.

Exhibits of resources, publications or ideas expressed by other means were all considered modes of information dissemination by SIS. Planning was underway by the Exhibits Office of Dallas Public Library with inputs from advisory committee members and other service providers to the aging for a photo-mural, traveling exhibit on agism. There was a need to provide information to agency staff members on attitudes and stereotypic images of the aging, and the advisory committee considered a pictorial approach might carry the message with the greatest impact. The exhibit can be crated and shipped. It can be displayed in a library, in an aging agency or at a conference. It will not be completed by the close of the project but has 2 bookings already; one for a local multi-agency meeting in September, and one for a five state gerontological conference in Fort Worth in October. Announcements of its availability will be mailed to all SIS service providers by the Exhibits Office.

The Dallas County Mental Health Association asked SIS for an exhibit of books for a June conference, Triumphs and Trials: Growing Older. The audience would consist of older persons, families of older persons and professional service providers to the aging. The Community Services Librarians were responsible for displays and exhibits of this type, but they did not feel competent to select the books. SIS staff prepared a book collection among which were eighteen books from the SIS office. (Appendix XI). It was decided that the SIS books could be checked out to interested participants at the conference. A standard reference checkout slip was to be prepared for each item checked out, giving the name, address and phone number of the borrower, allowing a return date in three weeks and noting that no fines would be charged. Jiffy bags, labels addressed to the Dallas Public Library SIS office and a short instruction memorandum on how to mail in or return items to the borrower's nearest branch library were made available.

As individual profiles developed, search strategies for location of specific informational needs evolved. The nature of the information request usually differentiated whether the search would be manual or machine. Specific titles or works of a single author, quotations or requests for books on specific subjects could be manually located. Government documents were also readily located manually. Subject areas which could be expected to appear in periodicals were run on the computer. Often the search covered both manual and computer searches, and in some instances the initial search selection would prove unfruitful, and the alternative search mode would provide the information sought.

DIALOG (Lockheed) and ORBIT (The Systems Development Corporation) were the primary computer search sources. Machine searches in the Dallas Public Library's APL/CAT (A Programmed Language/Community Access Tool) were channeled through the APL/CAT office's computer manager with directions for printouts or specific short items of information. Manual searches of this community information base could be accomplished using microfiche at the Central

Library. The New York Times Information Bank and a Texas legislative database were also available for use when needed.

Pre-search reference interviews were either by telephone or in person. The sophisticated online users were able to express their needs by telephone, at which time they suggested descriptors or key terms, or gave an explicit description of the subject need. Sometimes these queries would include a request for articles or papers by specific authorities in the field, and the primary approach would be by name. At other times a request for a specific drug might reveal a single authority, which, when run, would provide further information. If the service provider was unfamiliar with subject searching, an appointment for a personal interview would be made at the Central Library. This type of user often did not understand what a computer could and could not be expected to do. Demonstrations, using indexes of files available online not only introduced the service provider to the manual indexes through which he could do his own searches, but also pointed out the time-saving capability of online searches.

Search Steps
Online

1. Telephone query in which key terms or explicit subject definition were ascertained.

2. Pre-search in thesauri of suitable data files, checked hard copy indexes and The National Clearinghouse on Aging Thesaurus[8] for possible other terms in the field.

3. Librarian searches online using descriptors selected.

4. Check first 3 citations for relevancy and/or other descriptors to be run.

5. If only 10 citations print online.

6. If more than 10 citations place command for printing offline.

7. Post-search study of printout and delivery to user.

If the interview was in person, steps 2 through 7 were taken with inputs to and from the user. The manual search was conducted in hard copy indexes as in any library reference search.

Telephone reference queries which could be located quickly were answered by staff or referred to appropriate library units or community agencies where precise information or service delivery were accessible. If the call could be answered within a brief time span, the SIS librarian collected the information from across the Central Library. Social services are multi-disciplinary, and SIS librarians moved across divisions to locate resources.

SDI/current awareness services were provided for 20 service providers on a regular basis. Computer runs which had been done for their interest profiles were on hold in DIALOG and called up for current information every 1 to 3 months. Resulting new information was mailed out.

Current issues of library holdings of periodicals in the aging field were scanned for pertinent items, and citations or content pages were photocopied and mailed, as well as title or contents pages of new books. The service provider was also made aware of up-coming conferences, or new conference papers which the library might have received. This group also received all mailings of SIS publications.

The geographic spread of the social service agencies was broad; so document delivery was accomplished in a variety of ways. Access to documents not available in the Central Library was obtained through the Interlibrary Loan Office when time was not a relevant factor. Documents available from ERIC could be viewed on microfiche at the Central Library, the microfiche could be copied if the service provider was in a hurry and could not come to the library, or hard copy could be ordered from ERIC if it was feasible for the user to wait for an order to be received. Books and documents ordered by the SIS office were informally checked out for a 2 to 3 week period and usually mailed directly to the user's office. Wherever library fair use applied, photocopied articles were also mailed.

The 17 branches of the Dallas Library System were located across the city, and most service providers were familiar with the branch library nearest them. Regular library books or SIS books could be sent to a branch for pickup by the service provider and returned to any of the libraries. SIS materials could be returned by mail or taken to the nearest branch for delivery to the SIS office.

To solicit feedback from information and/or document delivery the following postcard addressed to SIS was enclosed with each mailout:

THE INFORMATION I RECEIVED:

___ was relevant

___ some was relevant

___ none was relevant

MORE INFORMATION ON THIS SUBJECT:

___ needed

___ not needed

NEED INFORMATION ON THE NEW SUBJECT(S) LISTED BELOW:

ADDITIONAL COMMENTS:

PLEASE RETURN

The individual to whom the postcard was sent was identified by the library's return address on the postcard. If the return address was omitted, and mailouts were heavy the SIS team could not always identify the responder.

Other items added by the clerical at the time of mailout were the date, and brief description of material mailed. If all this information was eliminated it was impossible to tie the response to documents delivered when an activity file was extremely active. Postcards came in after the user had time to study the materials; so the postmark was not very helpful. A postcard that came back by return mail could be suspect, particularly if the information was extensive and the response was glowing.

One of the strategies of SIS to invite feedback, in fact sheets and newsletters, was to list special information available, giving the SIS phone numbers as reference for further information or mailouts. The May newsletter listed Fact Sheets #1 through 10 and the final newsletter listed Fact Sheets #11 and 12. Predictions as to which service providers would want mailouts were never exact, so SIS made every effort to assure that all users had access to knowledge of publications available. Telephone surveys were used to solicit feedback on the nutrition and the government documents workshops. The calls were made within one to two weeks of the workshop. Too long a delay could result in poor recall.

In April, a survey form designed to measure the use and satisfaction levels of service providers with the Directory of Emergency Aid Services in Dallas County (Appendix XII) was mailed to all service providers. It was considered of interest to see what usage had been made of the manual during the three months since it had been distributed, whether satisfaction and use levels indicated a need for continuation of such a publication and whether a fee to cover the cost of preparation and mailing would be acceptable to a significant number of service providers. A longer period of time was needed before this survey was taken in order to provide time for use of the directory. The questionnaire was mailed to all service providers, and a stamped, return addressed envelope was enclosed.

Record maintenance was heavy and continuous. Each information query or search was to be recorded on the appropriate form or on a tally sheet. An activity file folder was opened for each service provider as he/she was in receipt of a publication other than those which were sent to all service providers, or participated in any other activity of the program. The color coded file cards, with profile information, addresses and phone numbers, were kept up to date and were used as the basis for the key sort card information. The key sort file entries were coded, and the cards punched for key word (subject) profile and agency names.

Section 3

Results and Findings

All activities of SIS were interwoven to promote information awareness simultaneously with dissemination of information, at many levels. Newsletters, fact sheets and workshops all contributed to the results. Activities invited participation, and the first part of this section will cover the information needs of the service providers and the growth of their information awareness with statistics on their participation in activities. Results and feedback from the specific activities will be reported under the subheadings of publications, workshops and information searches. Findings will be noted under each subheading. Tables and narrative from the project evaluator's report are included.[2]

The Service Provider and Information Needs

The results of the telephone survey of 57 service providers gave the SIS staff team general background information on the library knowledge levels of the service providers, a diffuse array of their needs, and a better understanding of the types of services they provided.

The project evaluator reported that "the survey proved helpful in assisting in the development of further project activities. It was noted from the survey, for instance that service information needs could be clustered into broad generic categories. These included: health, activities, administration, education, social services, senior centers, nutrition, nursing homes, and housing. The survey also showed to the project staff that the service providers used the library, particularly the branch libraries, but frequently expressed their needs in generalized terms, rather than specific requests. Thus, from the survey it was noted that a definitive course of action necessary for the Special Information Project would be one of helping the service providers to understand their specific needs and to assist them in clarifying the kinds of information available to them. For instance, within the survey data it was noted that library users frequently limited their information requests to perceived accessibility of information within a particular branch library. The service providers failed to recognize the library as a "system" of information whereby various parts could be used for different purposes.

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[2] For Evaluator's complete report see Appendix XIII.

The sub-sample telephone interviews of 57 agencies also assisted the library in defining the information needs of the service providers. As noted in Table 1, the range and scope of the interviewed agencies tended to cover a broad spectrum of service agencies. While the greatest number was senior service centers and nutrition sites, these data tend to reflect the general configuration of the service delivery network for the elderly.

TABLE 1: TYPES OF AGENCIES CONTACTED

Type	Number	Cumulative Total
Senior Center/ Nutrition Site	20	20
Health Related	5	25
Education Oriented	5	30
Employment Counseling	6	36
Religious	1	37
Housing Problems	7	44
Nursing Home	4	48
Social Service	4	52
Transportation	2	54
Club/Volunteers	3	57

It was also illuminating that the general educational background of the 57 respondents represented a range of academic interests. Twenty one of the persons interviewed had little or no college experience, while 12 had gone to graduate school. Table 2 represents the educational range of those responding to the interview.

TABLE 2: TYPES OF RESPONDENTS - EDUCATION BACKGROUND

Education	Frequency	Cumulative Frequency
A.A.	6	6
B.S.	22	28
Graduate School	10	38
Ph.D./M.D.	2	40
Home Economics	2	42
Work Experience	15	57

This data presented the project staff with the realization that any subsequent dissemination of information had to be of such a nature as to appeal to a diverse set of individuals. While the specificity of the information was a prerequisite, as noted earlier, so too was a broad ranged scope of information. Not by any means, an easy task to accomplish.

In general the telephone survey verified the preliminary information needs obtained from the general survey. Table 3, for instance, categorizes the most frequently expressed needs for information as mentioned by the interviewed respondents.

TABLE 3: MOST FREQUENT INFORMATION NEEDS

Need	Frequency
General Aging	11
Recreation Programs	11
Inservice Programs	3
Health Problems	11
Speakers	2
Income	3
Educational Techniques	4
Laws	2
Other Services	8
Films	2
Management	1
Special Problems	3
Employment/Outreach	5

Health, recreation, administration, employment, education, social services, were all mentioned in both response categories to the survey. In addition, the telephone survey added a number of specific listings which assisted the project staff in further tailoring the information needs to the target group."

Librarians conducting the survey interviews became very conscious of the fact that while most of the service providers had at one time or another used the library, it had not often been used for job related information. Usage of the bookmobile services available to agencies serving the elderly poor was mentioned most frequently, but the collections delivered were for the aging, not for the service providers. The ability of the service provider to articulate information needs was extremely weak and the level of expectancy from library services was very narrow. When a query could not be answered by colleagues or other knowledgeable source most of the service providers did not consider the library as an alternate information source, or they did consider the library and discarded it because they did not "expect" to locate information there beyond the recreational and semi-educational how-to-type of book seen in the traditional deposit collections. When they did use the library, to locate information, questions were not always directed to the proper unit, and they did not recall referral by librarians to other units of the system.

Findings

Consideration needed to be given to coordinating all of the activities of the central and branch libraries so that access to information could be efficient and productive.

The first information need of the service providers was what services and resources the library could provide and how they could locate the entry points to the system to avail themselves of the services they needed.

The information needs were so widely varied that the special dissemination modes would require extension into orientation services provided by other library units. Special workshops and publications of the project would always need to present a variety of types of information, clearly differentiating bibliographic from community I and R.

One of the most significant findings was that the major community agency I and R information needs were being satisfied through direct agency contacts, personal files, and a very active aging information network. The two areas of priority community information need which did surface were those concerning programs and speakers and emergency aids for crisis situations.

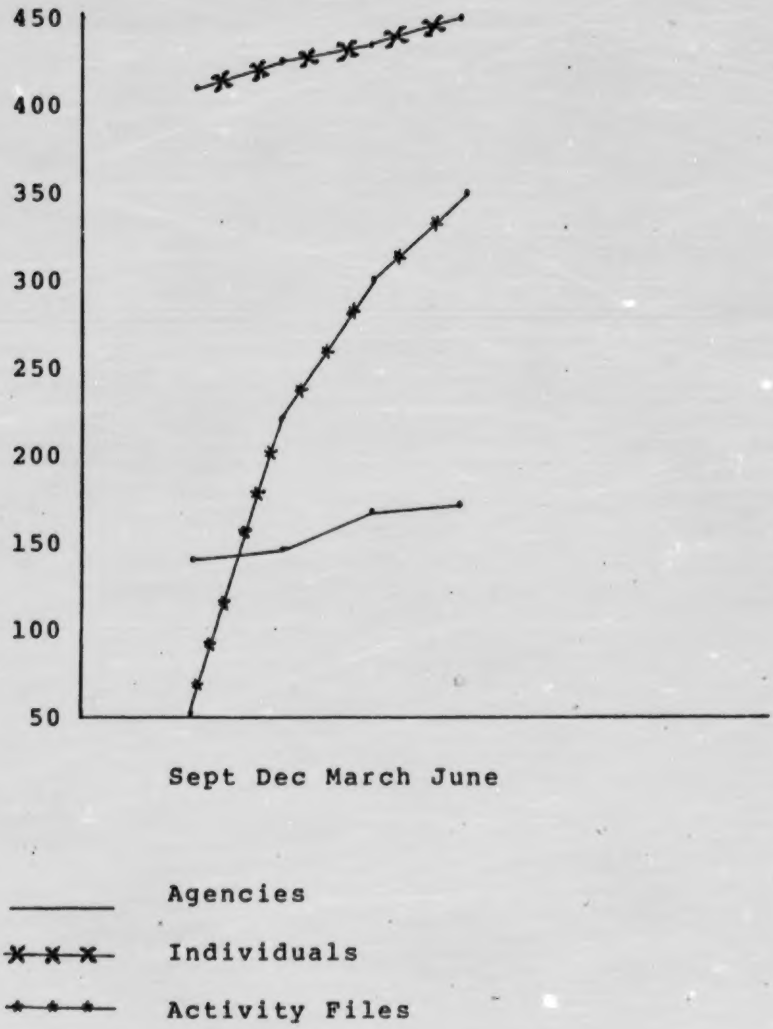
The inability of the service provider to clearly express information needs was colored by the low level of expectancy of what a library could provide. This finding is verified by F. Wilfrid Lancaster in his evaluating of machine readable databases and information retrieval. "There is a strong tendency for a user to ask for what he thinks the system can give him rather than to ask for what he is really looking for."[9] The project team would first need to build the library information awareness of the service providers in order that SDI services could have any significant meaning.

The Growth of Information Awareness

The project evaluator notes, "As with any beginning project, a period of time is required in order for individuals to begin being aware of the availability of a "new" service. The subsequent effect of the two surveys was to increase the awareness of the service community that a new resource was available to them. As the project entered it implementation phase, there was already an awareness on the part of the aging network of a possible resource which could be used....

As the project continued, during its operational phases the number of participants increased, as did the information obtained about participants kept by the project staff. Figure 1 displays a chart of different levels of participation from September, 1978 through June, 1979.

FIGURE 1: GROWTH IN PARTICIPATION



As noted within the chart, all three items, i.e., number of agencies, number of individuals, and activity files increased throughout the period. As noted from the data, the number of individuals experienced the greatest increase. This suggests an increasingly developed knowledge base on the part of the project staff.

The newly developing lists of individuals and the keeping of active files on those individuals, specifies that the project was successful in its information dissemination efforts. Individuals became known to the project. The project became known to the individuals.

As the newsletters were disseminated and fact sheets sent out, the requests for information submitted to the library also increased. The total number of requests by phases of the project were: Phase I: 213: Phase II: 424; Phase III: 249. The tremendous increase in the number of requests during the second phase of the project illustrates the growing awareness of the project. It also reflects an increase of the activity level of the aging network during this period of time. From the January to April period of time, two new aging services emerged in the Dallas network. The requests for information could be expected to be high. However, the fact that many of the providers turned to the library during this time illustrates the acceptance of the library as a resource.

The decline in activity during the third phase is probably a reflection of declined activity within the service network, rather than a reflection upon the project staff. As noted earlier, in the beginning of 1979 two new services were initiated. Resulting in expanded needs for information. Also, part of Phase II takes into account summer months which are traditionally low in activity within the aging network.

Tables 5 and 6 illustrate data gathered regarding the types of requests submitted to the library. Based upon the 236 requests presented, the largest proportion of requests lay in general information regarding the processes of aging. These requests centered around information about the definitions of age, demographic variables associated with aging, and other topics of general interest. The special interest categories tended to focus on the specific interests of the person making the request. These included items such as nursing home regulations for the nursing home industry, specific requests for programs or places to visit from Senior Centers, and other types of very specific information.

TABLE 5: AGENCIES AND INDIVIDUALS MAKING REQUESTS

Type of Agency	Number of Requests	Number of People Requesting	Number of Agencies Per Category
Adult Day Care Centers	2	1	1
Community Based Social Services	2	1	1
Educational Institutions	3	2	2
Home Health Services	9	5	3
Mental Health Centers	5	1	1
Nutrition Sites	6	2	1
Nursing Homes	29	6	5
Philanthropic Organizations	6	3	3
Planning Agencies	12	3	3
Public Housing	2	2	2
Religious Organizations	7	3	2
Research Centers	1	1	1
Retirement Facilities	2	2	2
Senior Centers	33	14	10
Voluntary Groups	3	1	1
TOTAL	122	47	38

TABLE 6: REQUESTS FOR INFORMATION SUBMITTED TO THE LIBRARY

Request	Number	Percent
Audiovisual Materials (films, slides)	9	3.8%
Consumer Information	5	2.1%
Adult Day Care Centers	8	3.4%
Death and Dying	2	.9%
Deviance (alcoholism, abuse)	6	2.5%
Educational Resources	16	6.8%
General Information about Aging	47	20.0%
Health (Mental)	11	4.7%
Health (Physical)	30	12.7%
Housing	12	5.1%
Legal	2	.8%
Leisure Activities	23	9.8%
Management	2	.8%
Public Policy	5	2.1%
Senior Centers	3	1.2%
Speakers	11	4.7%
Special Interests	31	13.2%
Therapies	6	2.5%
Transportation	7	2.9%
TOTAL	236	100.0%

Other items of note are the categories of physical health, leisure activities, educational resources, and housing. All of these requests indicate the full range of activities on which the library project assisted individuals in locating information."

At the close of December, 1978, the number of activity folders had grown from the original 57 surveyed to a total of 217.

During the second three months of the demonstration phase closing in March, 1979, the number of activity folders had increased from 217 to 295.

In the third 3 months of the demonstration phase, ending June, 1979, the number of activity folders had increased from 295 to 343. Only 83 service providers had not indicated an information need, requested a fact sheet nor initiated any information queries. Each of the 83 had received all newsletters and a copy of the Directory of Emergency Aid Services in Dallas County.

Findings

The time frame for a group unable to articulate information needs to reach levels of sophisticated information query can be very short.

The range of information needs of a multi-disciplinary and multi-service group required total library effort to satisfy immediate needs and to attain levels at which information dissemination was appropriate.

Information Dessemination Publications

The dissemination of information through publications, workshops and reference activities was instrumental in alerting service providers at all levels to library resources. Requests for particular citations, an increase in queries following each publication, word-of mouth referrals and personal expressions from service providers attested to the validity of the information dissemination publication modes.

Over 3320 newsletters were mailed. An additional 400 of the opening newsletter were requested by the Community Council of Greater Dallas for inclusion in information packets for a one day conference on nursing homes. In several instances a worker in an agency discovered a SIS publication on a supervisor's desk and called in asking for his/her "own" copies. Perhaps the most dramatic testimony came from the Advisory Committee who all agreed the publications were accepted, read by the service providers and should be retained.

A paper on the project was prepared for presentation to service providers at the 29th Annual Conference of the National Council on Aging, March 26, 1979. The paper was read by Kenneth Ferstl, Professor, North Texas State University School of Library and Information Science, and 50 copies each of 2 Newsletters and 2 Fact Sheets were sent with him for distribution at that time. Subsequently a member of the SIS Advisory Committee regaled us with the news that a member of her staff had returned from the NCOA Conference with a glowing account of the "marvelous program right here in Dallas" with copies of SIS publications to show. That staff member and two others were immediately added to the SIS mailing list. A week later a letter was received by the Dallas Community Council from North Carolina requesting a copy of the mini-directory and asking them to request the Dallas Public Library SIS program to send the Fact Sheet on Nutrition, both of which items had been included in one of the newsletters distributed at the NCOA Conference. Special dissemination of information often travels in mysterious ways.

Responses to the survey form in the first newsletter numbered 93 representing 80 agencies. Fifty new subjects were provided, 15 participants requested computer programs and 33 were interested in a workshop on government documents. For SIS the results verified those primary areas of fact sheet interest, validated the government documents workshop as suitable for a need information area, and provided specific subject needs for reference activities. Every newsletter brought forth some direct service provider response, ranging from 5 to 25 calls for specific information. The final newsletter brought 38 responses for copies of the final fact sheets and/or placement on a list to receive filmographies related to aging as the library produced them. Final verification of the fact that service providers were reading the newsletters began to come in near the publication date of the third one. SIS received a call from a service agency asking if it was too late to get news of a conference into the newsletter. From that time on news of another service, a conference or a program open to everyone filtered in. Some times it meant scrapping another item, retyping a page or holding until copy arrived. The final newsletter ran 1 page longer than usual to get the last minute one in. SIS also shared items with other local newsletters as articles were quoted back and forth in an effort to reach a larger constituency.

The total number of fact sheets mailed was 1061. Table 4 from the evaluator's report shows the statistical breakdown.

TABLE 4: FACT SHEET DISSEMINATION

Title	Number Distributed	Cumulative Total
Activity Programs	218	218
Food and Nutrition	123	341
Physical Fitness	99	440
Speakers/Programs	237	677
Nursing Homes	64	741
Public Policy/Advocacy	55	796
Housing	45	841
Governmental Affairs	35	876
Employment	40	916
Travel	17	933
Sexual Activity and Aging	56	989
Death and Dying	72	1061
TOTAL	1061	1061

"Again, reflecting not the total distribution of fact sheets but rather the data gathered for the purpose of this report, dissemination of the general fact sheet proved to be quite substantial. Since the fact sheets were organized in such a manner as to provide specific references, general information, and the sources for resource materials, the subsequent utilization of other library resources was enhanced. Frequently, the material contained in the fact sheet assisted a recipient in further defining his information need. Many comments to the evaluator in personal discussions with the service providers indicated that the providers found the fact sheets to be useful. They also indicated that they had not been aware of the availability of certain resources. They then proceeded to request the information listed in the fact sheet from the library."

It was of interest to note the growth in distribution of the first 4 fact sheets.

	1st Mailing	Final Total
Fact Sheet #1 Activities and Programs (Bibliographic Information)	72	218
Fact Sheet #2 Food & Nutrition	85	123
Fact Sheet #3 Physical Fitness	88	99
Fact Sheet #4 Programs (Community I&R)	72	237

Responses to Fact Sheet #4 were in the form of requests for subject-oriented computer lists of community contacts who might provide programs at no charge. Service providers requested a total of 141 of the lists. Library interest in SIS publications was also evidenced. One hundred extra copies of the Indexes to Government Publications and 50 copies of the State and Federal Laws and Regulations and Foundations sections were requested by the Central Library for dissemination to regular patrons. These resources served a double purpose in that they were prepared for the government documents workshop and later became Fact Sheet #8 on Legislation.

Responses to the survey on the use of the Emergency Aid Directory numbered 143. Forty-seven individuals had used the information and 86 had not. Ten did not fill out the survey form because their agency did not deal with such services. Of the 47 who had used the information 43 found it appropriate for their needs. (2 did not find it appropriate and 2 did not respond to that question). Seventy-eight of the respondents said they would pay $2.00 for an update of the directory, 45 said they would not. Thirty-nine of the 43 respondents who had used the directory and found it appropriate would pay the $2.00 fee. Of the 45 who would not pay, the project evaluator suggests, "The latter group was undoubtedly influenced by the fact that there are a number of directories of other community services (non-emergency services) which are available free from other agencies."

SIS staff notes that queries which led to the publication of the directory came from service providers who had already used the existing free community service directories. The survey statistics would appear to indicate the directory had in some measure satisfied a real information need which was not being satisfied elsewhere. The statistical information appears to be substantiated by the fact that 100 additional copies of the directory were run off to satisfy requests from service providing agencies. The resource person for the 33 nutrition agencies reported seeing a SIS publication on the desk of every center manager as she made her rounds. One agency reported keeping the publications in a notebook and another kept them in his personal file.

The cost of publications per individual was:

Newsletter costs per copy on the basis of 450 copies

30 hrs. librarian preparation time	.60¢
16 hrs. clerical time	.19¢
Photocopying and paper	.04¢
Postage	.15¢
Total	.98¢

Fact sheet costs per copy on the basis of 100 copies

8 hrs. librarian preparation time	.72¢
7 hrs. clerical time	.37¢
Photocopying and paper	1/2¢
Postage	.15¢
Total	$1.24 1/2¢

The major part of librarian time was spent on weeding and evaluating materials to be cited, which included items from computer runs, current periodicals, and books pulled from shelves. Telephone calls for current community information and actual preparation time is also included. Librarian time per month for 1 newsletter and 1 fact sheet was 38 hours, clerical time was 23 hours. Clerical time includes 1 full day of dissemination preparation; address labelling and stuffing envelopes plus typing of copy.

Findings

If library publications speak to real needs of service providers, positive response will develop. This applies to both I and R and bibliographic information. Anticipating the unexpressed needs of service providers through publications assists the growth of information awareness. The Librarians' awareness of current trends in the field, of current publications, papers and reports from aging agencies, conferences across the nation and legislation resulting in expanded terminology are essential to the provision of information dissemination publications.

The project evaluator found, "Since it was unlikely that only a single individual saw the newsletter within a single agency, overall agency awareness of the library was enhanced."

The need for information which must be satisfied had no set timetable. Information dissemination on demand met an expressed and recognized need, or the response to one service provider's demand evoked an information need in others. For many, the level of stress which motivated an information demand was not reached within the time-span of a project, but for all service providers SIS publications provided a personal reference for future use.

In-house publications for information dissemination were costly in librarian and clerical staff time. Postage could be cut by the use of mass mailings but even then would become a significant budget item in large mailings.

Workshops

The following Table 9 from the evaluator's report summarizes participation in each of the 3 workshops:

TABLE # 9: PARTICIPATION IN PROJECT SPONSORED SEMINARS

Attendance at Government Documents Seminar
(March 1, 1979)

Agency	Number Attending
Dallas Community Action Center	2
Dallas Community Action Center (North Dallas Center)	4
Dallas Housing Authority	1
Senior Citizens of Greater Dallas, Inc.	3
Dallas City Health Department	1
City of Dallas Parks and Recreation	1
City of Dallas Revenue and Taxation Department	1
Oak Cliff Senior Center	1
Dallas Geriatric Research Institute	1
TOTAL	15

Attendance at Nutrition Center Workshops	33

Attendance at Humanities Workshop

Dallas Community Action Centers	4
Dallas Independent Schools (Home and Family Life Teachers)	6
Housing and Urban Development Housing - Little Mexico Housing Agency	3
Nursing Homes	22
North West Dallas Office on Aging	2
Nutrition Centers	3
Visiting Nurse Association	2
TOTAL	42

"In other words, not only were the workshops successful in reaching a wide variety of agencies, but also the agencies had gained things which ultimately reflected itself within the aging community. While this secondary benefit is extremely difficult to document, the project evaluator knows of several grant applications, advocacy background papers, and community programs which utilized much of the information gained during the workshops."

Librarians and nutrition agency resource persons evaluated the nutrition agencies' workshop. It was noted that the use and care of projectors was of primary interest. The move from the small training groups back into a larger room for browsing and informal information was not as well organized as it could have been. The opinion was that some of those service providers needing the most help may have been too timid to move in and make use of the information available. Agency concensus was that informal browsing should be bolstered with more of a structured and instructional approach. However, the resource person responsible for training for all the centers reported in August, 1979 that the long-term results of the workshop had been highly gratifying. The calibre of programs made available to the elderly in all of the nutrition centers had been raised dramatically, with librarians help good films were being utilized much more in programming, and services from the libraries to the service providers had resulted in better job performance.

The following telephone survey of 13 of the 15 present at the government documents' seminar provided good feedback:

SIS
GOVERNMENT DOCUMENTS SEMINAR
TELEPHONE SURVEY RESPONSES

Did you feel the information was helpful?

Yes 12 (Moderately) 1 No 0

Comments: extremely helpful, very good, broad in scope, please have more seminars, all areas covered were good, too technical - not directed to non-librarians - listed moderately helpful above.

Did you learn anything?

Yes 13 No 0

Comments:
very much

Comments:

too much (gave a yes and no above)

Can you mention a specific usefulness?

1. Grants 5
2. Foundations 2
   One had already made a list for proposal purposes
3. Library Information resources 9
4. City Planning as an information source 5
   Two had already ordered materials
5. Written materials helpful, fantastic 6
   Two mentioned bibliography
6. Texas documents 1
7. Texas legislative information - telephone numbers 2
   One had used already
8. Research 2
9. Proposal development 4
   parks and recreation, transportation, aging and V.D. Research study
10. Referral to other staff and/or administration 2
11. Grant writing 5
    Will come in to learn more or want seminar on
12. How to locate and use library information sources 4
13. How to ask questions and gain access to librarian 3

Should there have been more or less detail in any one area of the presentations?

Just enough, gave chance to learn how to locate materials	2
Perfect for motivation	1
Very good motivation	2
Very even, don't change, enjoyed it, amazing	3
Funds part and city planner too detailed	1
More detail on Grants and Foundations	1
City planner should have written list or examples for sale	2
City planner told about information but led them to believe they could not use it	3

Are you more comfortable with use of the library?

Yes 13

> One was so ashamed she had not used the library she went up after seminar and took out a new library card.
>
> One felt less fear of using staff because she knew how to ask questions.
>
> Another felt it opened doors e.g., communication.

Responses to the March Newsletter's information on the NCOA/NEH Senior Center Humanities Program resulted in two training workshops presented in May by the NCOA regional representative. Forty-two service providers, representing 8 types of agencies, attended the workshops. One of these agencies was a low income housing project in a Mexican-American neighborhood which had indicated no information needs in the opening survey. SIS considered this agency, more than any others, probably did have unrecognized needs for information and included it on the SIS mailing list. The manager of this same agency responded to the March newsletter to inquire about the humanities program and to thank SIS for the information contained in newsletters and fact sheets. He had discovered information items of value to himself and his people and was keeping a file of SIS publications as a reference source. He asked to be included in the NCOA/NEH workshop, and his agency did send a representative.

Findings

Barriers to information awareness were often inherent to the service providers' working environments. Group workshops gave SIS an opportunity to communicate with people who found the library threatening and to demonstrate ways in which library information could be made more accessible.

Lancaster states, "We educate librarians and many other information specialists, but why is so little done to educate users of information? ... Many of those who are aware that certain services do exist have little idea of what those services can do for them. Other individuals may use certain information services but not know enough about these to exploit them most effectively."[10]
The workshops were designed to provide information, and much of the thrust was to educate the service providers in how to locate and make the best use of the library's information sources.

Reference Activities

The following 5 brief case studies are examples of variations in needs, approaches to information and changes in information perception which occurred as reference activities took place:

A newcomer to the field of aging was in a first position as a planner of advocacy and other services for the aging. Heavy usage was made of both general background and specific job-related subject information. In the process of building personal information files; periodical articles, legislative action, newspaper indexes, computer bases and government documents both retrospective and current were searched. Current awareness on a continuing basis of both local and national scope are important to the user.

A Ph.D professor and Director of a geriatric nursing home and research center had been active in the field of aging for many years. The search requests had been more in the field of literature, a specific essay or quotation; or in cultural anthropology, signs and symbols of aging. Most of the needs were met with manual searches, but some queries required specialized indexes and abstracts located in a University library.

Writing a chapter for a book and journal articles, the approach of this Ph.D educator and regional representative was toward articles and books by specifically named authorities. Manual searches located the requested information, but a computer search provided surprisingly (to the service provider) good information from other authors, which was used.

A need for information in psycho-social aspects of aging was met by a computer search. Approximately 12% of the abstracts were relevant. New key words and phrases were suggested by the searches which brought a 25% relevancy. The service provider, surprised by the new terms is now providing other key terms and has requested current awareness services.

A reluctant user grudgingly (it seemed) admitted to an information need. There was no expectancy on the user's part of any positive results. Articles and computer printouts led to requests for more articles and a more positive attitude toward information usage was developed.

Queries from any one individual often continued with almost daily contact. In other instances a week, month, or 2 month gap could appear between satisfaction of queries.

In some instances a query in the first month of the SIS program elicited no further action.

The following case file covering a 3 month period was one of fairly steady use with some variety in subject matter:

Case File

1/10/79	Requested information on Research techniques/ methods in the field of aging.
1/11/79	Located 2 books - called and notified 1. Research Planning and Action for the Elderly 2. Evaluated Research on Social Programs for the Elderly
1/11/79	Met with - explained computer searches. Took 2 books listed above
1/17/79	Sent: Title page and Table of Contents Guide to Census Data on the Elderly and printout of DIALOG program on Research
1/22/79 Feedback received on mailings of 1/17/79	Census Data - some was relevant Printout - relevant Needs more information Measurement of: quality of life indicators social indicators Census Bureau Current Population Reports Special Studies, Series P-23, No. 57 "Social and Economic Characteristics of the Older Population 1974."
2/8/79	Requested 9 listings from the APL/CAT programs Fact Sheet #4
2/12/79	Requested information on listings of free consumer information for aged on business, etc. and on legislation for corporations in Texas. Provided information on statutes and information and referral to other agencies.
2/13/79	Called service provider with referrals to consumer agencies listed in APL/CAT - unable to locate a directory
2/14/79	Sent out NCOA Fact Book on Aging and feedbact stated (was relevant) and 6 articles requested from the printout on Research and Health Care and Social Interaction and Life Satisfaction. Feedback was relevant.

Case File

2/15/79	Printout on Functional Age & Retirement
2/16/79	Sent 2 articles from printout above relevant
2/26/79	Sent 2 books: Aging & Leisure, and Social Indicators of Well Being to Lakewood Branch
2/27/79	Sent article
3/2/79	Sent article
3/8/79	Sent 5 articles relevant
3/15/79	Service provider returned bibliography from one previous reference and requested all listings
3/12/79	Sent back bibliography w/notations
3/13/79	Sent 3 articles from bibliography relevant
3/14/79	Sent 6 articles from bibliography relevant
3/19/79	Told how reserves worked within the library network

A few of the service providers with whom the search assistant worked had made use of the library for reference assistance. None of them had ever used the online computer search capability.

From the evaluator's report, the following Table 8 lists broad subject categorizations for subjects of computer searches.

The data in Table 8 is based upon an analysis of 72 requests for computer searches.

TABLE 8: COMPUTER SEARCH REQUESTS BY TOPICAL AREAS

Topic	Number of Requests	Cumulative Total
Advocacy/Planning/ Public Policy	8	8
Death/Dying/Grief	4	12
Education	3	15
Employment	3	18
Family Relations	2	20
General Information on Aging/Roles/Relationships	12	32
Health (Physical & Mental	9	41
Nursing Homes	4	45
Nutrition	2	47
Psychology/Mental Health	8	55
Recreation	5	60
Sheltered Workshops/ Day Care	5	65
Special Problems (alcohol, crime, etc.)	6	71
Volunteers	1	72
TOTAL	72	72

"As noted in the table, a wide range of information was provided. Each individual requesting a computer search worked with a library staff person to review the available databases. The majority of the requests related to general items of interest regarding the needs of the elderly, the processes of aging and topics of special interest. The broad range of inquiries suggests that the project was viewed, not as a resource by an extremely sophisticated sub-section of the aging community. Rather, it suggests that a diverse population of individuals was using the library resources. It is also suspicioned that the computer printouts were used by more than one person within an agency, thus assisting the information dissemination process."

At the close of SIS 93 subjects had been searched online with the search assistant as the intermediary. Databases in both DIALOG and ORBIT were used, with DIALOG receiving the most frequent use. Forty-four data files were run in searches for the subject queries. A total listing of the data files used will be found in Appendix XIV. Databases used most frequently for gerontology/geriatric queries were ERIC, PSYCHOLOGICAL ABSTRACTS, SOCIAL SCISEARCH AND SOCIOLOGICAL ABSTRACTS, all of which were documented in manual indexes in the History and Social Sciences Division where the larger portion of the gerontology collection is housed. The search assistant's desk was also located in this library division. A study of the total database list will clearly illustrate the multidisciplinary nature of the service providers' needs. The necessity for the search assistant to function across the Central Library Divisions was time consuming.

Current awareness computer updates were run for 20 service providers. Checking on updates run for two service providers it was noted that on the broad term of Dental Health a monthly or bimonthly update provided good retrieval of new material. In the case of a service provider who was concerned with emotional problems of the elderly, the information needs were broken down into specific key terms for more specialized searching. Update retrieval of material on narrower concepts after a two month interval produced only a few entries, or none. Use of the broader term of emotional problems, after the same time span, produced more relevant entries as well as more irrelevant entries. On narrow search terms it was decided that update functions should be run after a longer span of time, such as 4 to 6 months.

The average computer search cost $35 to $40, usually entering 10 key words and searching 5 data files. Twenty minutes to one-half hour was an average online computer time for a thorough search. The response time was variable, depending upon the amount of use of the computer at any given time. The cost does not include the librarian's 15 to 30 minute pre-search preparation nor the 5 minute post search evaluation which could add approximately $5.00 to the cost. If the user elected to wait 3 days to have prints done online, which was usually the choice, thirty prints might add another $3.00. The library fee was, at the time of SIS, $25.00 per online usage (which did not include librarian time). During SIS, then the cost for the online program and prints could run on an average of $38.00 without any librarian fees. Printing the search offline becomes expensive for more than 10 citations. Costs are variable, as the fees for databases are not all the same.

Findings

Costs of database use are cheap only when compared with the number of days it would take a librarian to do or assist the service provider to do the same search manually. If a machine search is done with cost cutting in mind the results will not be thorough. A manual search through current literature and indexes might be feasible. For that user whose expectency level was very low, 3 citations were exciting!

SIS staff found that the scope of reference query subject coverage of a 9 month demonstration paralleled and went beyond that of the reference requests received during the year 1978-79 by the Institute of Gerontology, University of Michigan - Wayne State University. [3]

The SIS search assistant, new to online searching and to the subject areas of the service providers learned along with service providers. The growth in ability to articulate information needs by the service providers and the growth in knowledge of the subject fields of the search assistant were direct results of reference interviews.

Use of multiple databases in searches produced some duplications, but not enough to over-shadow the value of the new citations found.

Document Delivery and Relevancy

"Table 7 from the evaluator's report illustrates the breakdown of 326 requests for information and the library's response to the requests. The category on general information underpresents the total number of requests from the library, since not all requests were noted. Also the category on books only displays information which was in the activity files of the individual participants. Actually over 100 books were sent out from the Special Information Project office and an untold number taken from the general library resources and not made known to the project staff.

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[3] Handout from Institute of Gerontology, University of Michigan - Wayne State University at Conference on Information and Aging sponsored by North Texas State University Schools of Library and Information Science and Gerontology. July 18, 1979

TABLE 7: RESPONSES OF THE LIBRARY TO REQUESTS FOR INFORMATION

Response	Number	Percent of Responses
Articles Sent	122	37.5%
Audiovisual Information	26	8.0%
Bibliographies	28	8.7%
Books	53	16.4%
Catalogues (college/university, lists of materials)	10	3.1%
Computer Searches	72	22.1%
General Information (Speakers, etc.)	2	.4%
Personal Meeting	11	3.4%
Referred to Other Sources	2	.4%
TOTAL	326	100.0%

As noted in the table a considerable amount of information was shared with the aging community. Articles, books and computer searches, of course, represent the largest number of responses. These are available materials and activities which the library is noted for. The other activities illustrate that the library project was diverse in its efforts to meet the information needs of the aging network."

Document delivery of library owned materials was readily accomplished through the system to a nearest branch. Current periodicals and those in bound volumes do not circulate. Copies of articles can be disseminated on a fair use basis, but for a large service group fair use is a limiting factor.

Locating documents was often time consuming. One service provider requested all items on Fact Sheet #11 Sexual Activity and Aging. The 5 books were readily available, 3 from the library shelves were sent to the nearest branch library. The 2 from the SIS office were mailed directly to the service provider's office along with copies of 3 articles. The ERIC documents were copied from microfiche at the Central Library at a total cost of $12.00. Locating and delivering the documents took 1 1/2 hours, figured at a cost of $12.00.

"Throughout the project, participants were asked to evaluate the materials which they received from the library. As materials were sent out, the recipients received postcards on which they noted whether or not they had found the material to be of use, and whether or not they needed additional information regarding a particular topic. These data are presented in Table 10.

TABLE 10: EVALUATION POSTCARDS OF RESOURCE MATERIALS

Category	Number Responding	Percent
Material Relevant	121	77.1%
Material Somewhat Relevant	34	21.7%
Material Not Relevant	1	.6%
No response	1	.6%
TOTAL	157	100.0%
More Information Needed	61	38.9%
More Information Not Needed	39	24.8%
No Response	57	36.3%
TOTAL	157	100.0%

An overwhelming proportion of the 157 respondents found that the material was relevant to their interest. Only one person indicated that the material was not relevant. While no one can be certain that the information was the most relevant material available, the overall response appears to be quite meaningful. That is, it is apparent that the library's response to information requests was perceived by the subject population as being meaningful. This could only enhance the probability that when future needs arise the library would be viewed as a legitimate source of additional information.

In response to the question regarding the need for additional information, 61 felt that more information was needed, and 39 felt that no additional information was necessary." A response for further information on a subject area opened the door for renewed contact, the probability of SDI Current Awareness service, and, frequently, a new approach to the subject matter.

Findings

Document delivery is costly in time and money. Librarians found the process of document location and delivery to be the most time-consuming of the SIS activities.

Findings

Documents listed in computer search citations were often not available in the Dallas Library System. The use of ILL and the ordering of materials from ERIC were enhanced, but delivery time was slow.

The number of requests for reference searches indicated real information needs, and relevancy evaluations ran high. SIS librarians learned that relevancy, or "hits," were dependent upon personal perceptions, and levels of expectancy, and were subject to change. The service providers indicated satisfaction, returning again and again, but SIS librarians did not consider themselves capable of evaluating the search results.

Section 4

Conclusions

"The overall conclusion of the evaluator of the library Special Information Project is that the project staff was highly successful in increasing the awareness of the aging community of the public library as a resource. The dissemination of information via newsletters, fact sheets, emergency aids bulletins, and public workshops, assisted in focusing the attention of the community upon the library. The requests for information were considerable; the amounts of materials sent out were impressive.

From the mailed evaluations, telephone conversations, and personal discussions with participants, it is apparent that the library responses were appropriate to the level requested. This is extremely significant, given the range and scope of the service system. It is also apparent from these sources that utilization of the library has been enhanced through the project.

Two questions remain unanswered. First, will the library continue to operate as effectively in the absence of the project? It is natural that people use a resource that they come to know. In its efforts the project staff became known to and recognized by the community as a resource. Will this use of the library continue without a known resource person?

Second, what will the library continue to do to inform the aging community of its resources? The dissemination of information has been extensive, and it has helped to focus vague needs for information. Will the library be able to handle the future client who indicates a need for information, but who cannot specify the particular item of information?

Finally, the efforts of this project have enhanced the service to the elderly both directly and indirectly. New knowledge has been shared, and resources for obtaining additional information have been identified. Given that no program of this nature existed in the past, it can only be hoped that enough interest has been generated to continue this important work."

It appeared appropriate for the evaluator to speak of the results of the Special Dissemination Services for service providers to the aging because he is a service provider himself. The answers to some of his questions will have to come from the service providers, for they are the users.

Some answers will have to come from the librarians themselves. In a memo on the subject of a service provider information request one staff librarian said, "I spent 1 1/4 hours on this, a great deal more time than the desk would be able to pursue an inquiry. It looks like users looking for research assistance will need to come in to use the indexes and run down citations." Final answers will have to come from Library Administration and local government.

SIS was concerned with aiding the service providers in defining and articulating their needs. The Library will continue to help them locate resources available to meet the needs they can clearly articulate. SIS made library resources readily accessible to the service providers at no charge. The library's resources are available for the service provider who seeks them, but "special" access to information and documents not readily available on the shelves will carry fees. SIS disseminated to the service provider information about all formats of library information. The service provider can continue to seek that information from the library. SIS was an active service, the library maintains a passive stance which the service provider must activate. The library is a resource center, SIS was an information dissemination center. The search assistant, the publications of SIS, and document delivery directly to the service provider were extraordinary services which are not covered in the existing library budget.

There were minor areas in which SIS was not as "polished" as it could have been; record maintenance did not cover all telephone reference, and while the key sort system was completed, an understanding of the steps in record keeping were not understood by the clerical so the system was not maintained at a current level.

The Special Information Services project was successful in demonstrating to service providers to the aging and to many librarians in the Dallas Public Library System that a new type of service was needed and would be used. The project also demonstrated that such a service would require significant budget support. SIS indicated that incorporation of such a service into a library system would require a shift in service priorities which would have major impact on staff service patterns, service philosophies, library policies and budgets. The service demonstrated by SIS could be used for all types of social service agencies. When libraries are not active in meeting needs of the providers of social services, both the service providers and the constituencies they serve will become increasingly isolated from the mainstream of today's information network.

Section 5

Recommendations

Formal education curricula for social service workers should include a course or a seminar on the need to maintain information levels and the use of information systems. Information systems would include public libraries, computer capabilities and information networks, document delivery systems and networks. The training should include information query techniques and key word terminology. Where there is a library school, this course should be given as a coordinative effort.

In-service training seminars on information awareness should be held by social service agencies for their staffs, in coordination with a local School of Library and Information Science, a gerontology library or a public library.

Social service agencies should include information services as a budget item and include the same budget items in grant proposals. The budget should allow sufficient funds for computer searches and resources.

Public libraries and key social service agencies should work together, exploring means through which the importance of local continuation funding for information dissemination can be communicated to community officials.

Public libraries, recognizing that information dissemination to meet the needs of social service providers unites information oriented and service oriented librarians in a common purpose, should give serious study to the priorities which have placed information dissemination and document delivery in the realm of "custom or extraordinary: services.

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APPENDIX I

Letter and Form for Listing Agency Personnel

CITY OF DALLAS

July 24, 1978

Dallas County MHMR, Park Manor Center
3333 Edgewood St.
Dallas, TX 75215

Dear Friends:

The Dallas Public Library has been awarded a grant by the U.S. Department of Health, Education and Welfare to conduct a one year demonstration project in which library information services will be provided to the staffs of agencies serving Dallas' aging population.

We would like to include your agency in this special service demonstration. In order to plan the services, our project staff will be learning more about your information interests and needs. Contacts will be made with individuals working directly with the aging, either by survey mailings or telephone interviews.

If you wish to have your staff receive these services, will you please list on the attached form the names, job titles, and office phone numbers of staff members you consider may have information needs we could explore together.

Please return the form to us by the end of this month. A stamped, self-addressed envelope is enclosed for your convenience.

Sincerely,

Jean Brooks

Jean Brooks
Special Information Services Project Manager

encl.

DALLAS PUBLIC LIBRARY 1954 COMMERCE STREET DALLAS, TEXAS 75201 TELEPHONE 214 / 748-9071

DALLAS COUNTY MHMR,
PARK MANOR CENTER

3333 EDGEWOOD ST
DALLAS, TX 75215

Staff Member: ______________________________

Job Title: ______________________________

Office Phone Number: ______________________________

Staff Member: ______________________________

Job Title: ______________________________

Office Phone Number: ______________________________

Staff Member: ______________________________

Job Title: ______________________________

Office Phone Number: ______________________________

Staff Member: ______________________________

Job Title: ______________________________

Office Phone Number: ______________________________

Staff Member: ______________________________

Job Title: ______________________________

Office Phone Number: ______________________________

Staff Member: ______________________________

Job Title: ______________________________

Office Phone Number: ______________________________

Please Return to:
Jean Brooks
Special Information Services Project Manager
Dallas Public Library
1954 Commerce Street
Dallas, TX 75201

APPENDIX II

Proposed Survey Format

Dear

The Dallas Public Library has been awarded a grant by the U.S. Department of Health, Education and Welfare to conduct a one year demonstration, Special Information Services Project. The purpose of the project is to explore ways in which Dallas Public Library might provide better information services to personnel in social service agencies working with the aging population in Dallas. We want to assess how good a service we are performing now, where we are missing and how we can strengthen services.

The first three months of the project is a planning period, and your help is particularly important during this time. Before we can begin selection of types of services, or ways to get needed information to you, we want to learn more about your real needs-to-know (your information needs). The grant funds provide some free computer data base services for which a fee is normally charged, so while we have the opportunity to use these information sources without cost to you we need the best input on information needs we can accomplish.

The enclosed survey form provides you the opportunity of listing, in your own words, as many of your personal library needs for information as you are aware of at this time. Your responses will provide us with a good initial base of information interests. The survey will also tell us how often certain information is needed. Some items will be used almost daily, or maybe on the average of once a week or month. Needs for other items may be rare, such as plans for a new building or purchase of a major piece of equipment. The percentage of time you locate good information, whether from the library or another source will help us define which information areas are the easiest or most difficult to satisfy.

From your answers on this form we can begin to develop a personal profile for each of you. There will be additional mailings that will attempt to zero in on your specific needs and ways in which we can improve our services to you to meet those needs. Obviously, your input into the planning and development of better library services is crucial. We appreciate your interest in a program which we hope will prove to be of benefit to all of the professionals working in your field in the Dallas area. We hope your interest will be further stimulated as the exploration process develops.

Sincerely,

DALLAS PUBLIC LIBRARY SPECIAL INFORMATION SERVICES PROJECT

How often have you used the Dallas Public Library either in person or by telephone during the past year?____

In order to help us understand your needs for information of the type the Public Library can and should supply, will you please tell us what those needs are, approximately how often each need arises, and how often each need is satisfied (approximate percentage of times).

Types of library needs you have	Frequency this need arises	Percentages of times this need is satisfactorily met (by DPL or any other source)

Types of library needs you have	Frequency this need arises	Percentages of times this need is satisfactorily met (by DPL or any other source)

APPENDIX III

Telephone Survey Form

TELEPHONE SURVEY
DALLAS PUBLIC LIBRARY
FALL, 1978

I. Contact Information

1. Name of Interviewer
2. Date and Time
3. Agency Contacted
4. Telephone Number
5. Result of Contact ☐ Interview Conducted

☐ Interview Terminated

Reason for Termination

II. Respondent Profile

6. Respondent's Name
7. Correct Agency Name
8. Address
9. Job Title of Respondent
10. Job Responsibilities
11. Types of Clients Served
12. Approximate Number of Clients Served Per Day

III. Knowledge of Library

13. Have you ever used one of the Dallas Public Libraries?

☐ Yes (GO TO 14)

☐ No (GO TO SECTION IV)

14. Which one(s) have you used?

15. Would you please estimate the number of times you use the public library during a six (6) month period.

______________# of times

16. In terms of weeks, when was the last time that you used a public library?

☐ This week

☐ Last week

☐ __________weeks ago (2, 3, 4, etc)

17. What was your purpose for using the library at this time?

18. Would you please list the three major uses that the library has for you.

a.____________________________________

b.____________________________________

c.____________________________________

19. How satisfied are you with each of the following aspects of the library? Would you say you are very, somewhat or not at all satisfied with the:

Very Satisfied	Somewhat Satisfied	Not at All Satisfied	(CHECK ANSWER)
______	______	______	a. personnel of the library
______	______	______	b. resource materials of the library
______	______	______	c. availability of library materials
______	______	______	d. efficiency with which materials were obtained.

(IF ANY ANSWERED "NOT AT ALL SATISFIED" as the RESPONDENT - -Why were you not satisfied with __________)

IV. Information Needs

(SAY: "I would like you to think back and try to recall an instance where you felt that you needed additional information regarding your clients.")

20. Would you please describe this situation. ______________

21. What did you do to secure the necessary information? (INFORMATION SOURCE: PERSON, LIBRARY, etc.)

(IF LIBRARY NOT MENTIONED ABOVE ASK: "Did you consider using a library?" IF LIBRARY MENTIONED GO TO 23.)

22. Did you consider using a library as a resource?

☐ No (GO TO 25)

☐ Yes (ASK "Why didn't you use the library?")

____

____
(GO TO 25)

23. Were you satisfied or dissatisfied with the help you received from the library?

☐ Satisfied

☐ Dissatisfied

24. Why do you say that?

____

____

25. (SAY "Now I would like to have you think of a situation where you were unable to secure the information that you desired. Would you please describe that situation.")

____

____

____

26. What did you do?

____

____

27. Would you please list what you consider to be your most frequent needs for information regarding your job or your clients.

a.______________________________

b.______________________________

c.______________________________

d.______________________________

28. Do you have any suggestions regarding improvements which could be made in library services to better meet your special needs?

____

____

29. Finally I would like to ask you several questions regarding your background and training. How long have you worked at your present job?

____

30. What types of educational background and/or work experience have you had?

____

____

Thank you very much for your cooperation and assistance. Do you have any questions which I might answer?

APPENDIX IV

REVISED COMPUTER SEARCH FORM

COMPUTER SEARCH

Subject:

Personal Data:
Name:
Phone #:

Agency:
Outside Project:

Dates:
Date Requested:
Date/Searched:

Time/Requested:
Time/Searched:

Query:

Pre-Search
Files/Terminology:

Search Terms:

Search:
Search Saved/Code:
Search Released Date:

Files/Searched	Relevant	Somewhat	None	Computer Time	Prints Ordered	Total Cost
TOTALS:						

Results:

1. Zeroxed Oroginal/Date:
2. Prints Received/Date:
3. Telephoned/Date:

Original Sent/Date:
Prints Sent/Date:
Telephoned/Time:

Reason:

4. Other:

5. Preparation Time:

APPENDIX V

Announcement of Special Information Services

SPECIAL INFORMATION SERVICES PROJECT

Dallas Public Library

August 1978 - July 1979

Do you ever have a problem you cannot solve but you just know there must be someone out there with the answer?

Dallas Public Library's Information Specialists for Service Providers in the field of Aging may be just what you have been needing.

Personal consultation

Searches of indexes by hand and computer to locate answers to your specific problem solving needs.

Dissemination of special information by mail, telephone or personal contact, alerting you to materials available to meet your needs.

For your Special Information needs

CALL

Heather Williams	or	Jean Brooks
748-9071 x 247		748-9071 x 247

Project Funded by

U.S. Dept. of Health, Education and Welfare

9/78

SPECIAL INFORMATION SERVICES PROJECT

Dallas Public Library

August 1978 - July 1979

Do you ever have a problem you cannot solve but you just know there must be someone out there with the answer?

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For your Special Information needs

CALL

Heather Williams or Jean Brooks
748-9071 x 247 748-9071 x 247

Project Funded by

U.S. Dept. of Health, Education and Welfare

9/78

APPENDIX VI

SAMPLE NEWSLETTERS

SPECIAL INFORMATION SERVICES
for Service Providers
to the Aging

NEWSLETTER November, 1978

DALLAS PUBLIC LIBRARY

Project funded by U.S. Department of Health, Education and Welfare.

WHAT S-I-S OFFERS YOU

Two telephone extensions devoted solely to service providers to the aging.

Consultation on information needs from 9 a.m. to 5 p.m., Mondays through Fridays.

Quick answers, or ready reference, by telephone.

Development of a personal information need profile to keep you aware of current information in your area of interest.

Manual searches for information through bibliographies, periodicals, indexes, Readers Guide, and State and Federal Government documents.

Machine searches through bibliographic computer data bases - over 85 data bases covered, with print-outs available.

Manual and machine searches on APL/CAT,the local community information data base, with print-outs available.

Interlibrary loans.

Coordination with seventeen branch libraries, mobile units, and three Community Service Librarians.

Information delivery systems by mail, in person or by telephone - designed to meet your needs.

WHEN YOU THINK INFORMATION, THINK LIBRARY

HOW TO USE THE SERVICES:

Call - 8:30 a.m. to 5 p.m.	Mondays through Fridays
Heather Williams	748-9071 Ext. 216 or
Jean Brooks	748-9071 Ext. 247

Visit - 9 a.m. to 5 p.m. Mondays through Fridays

Heather Williams
History and Social Sciences Division
2d level Central Research Library

Quick answers can often be given over the telephone, and longer searches can also be initiated by phone.

If you want to get involved in knowing more about how to locate your own information you may want to make an appointment with Heather Williams or drop by to talk with her.

During this project you can help us develop your personal information need profile. The profile will be kept on record in the Library so that we can keep you in touch with new information as it becomes available - current awareness.

The Dallas Public Library System has many kinds of services which SIS will use to help meet your needs.

You may have a question which requires a broad search through many articles. Heather Williams can search manually through all types of print bibliographies, periodicals, indexes (Readers Guide) and State and Federal Documents.

A quick answer question concerned the rating of a medical insurance company. The company was rated A+ (top rating) in Best's Insurance Reports: Life and Health, 1977, which was located in the Library's Business and Technology Division.

A request for special transportation in Dallas for the elderly was answered by a print-out from APL/CAT. This service normally carries a fee but through SIS funding the list was provided free.

HOW TO USE THE SERVICES: (continued)

A broader search was required for a Masters degree thesis on the topic of accidents and the aging. Statistical information was found by searching the periodical Current Literature on Aging (History and Social Sciences Division) and the ERIC computer data base. The title Accident Facts, a 1977 publication of the National Safety Council, answered that part of the search. ERIC and a 1978 U.S. Government Printing Office Subject Bibliography on aging have provided references to articles and abstracts from which the service provider can select. The research on this question will continue until the information needs for completion of the paper are satisfied.

Machine searches through bibliographic computer data bases (over 85 data bases covered) can provide print-outs of selected citations on your subject interest. Machine and manual searches can provide local community information from APL/CAT, the Library's computer data base of community agencies. These services are part of the Library's regular Custom Research Services and a fee of $25 per search is normally charged for their use. Through SIS the services are paid by the funding and are free to you. This is the time to take advantage of them free - to learn what they can do for you. Following SIS they will no longer be offered free.

The Film Library can provide you with a catalog of films the Library owns. Copies can be purchased from the Film Library, Central Library and the 17 branch libraries at $7.35. Copies are available for you to browse through at the same Library units, and librarians can show you how to use the catalog. Using the catalog, decide what film you want to borrow and then call the Film Library and reserve your selections. Films may be picked up and returned at branches, the Central Library or the Film Library.

Through Interlibrary Loan we can secure materials we do not own from other libraries across the state and nation.

The Special Information Services (SIS) can provide you with quick telephone answers or with copies of articles, print-outs or books. You may pick the items up at the Central Library or at a branch library closer to you. Some print copies can be mailed from the SIS office.

HOW TO USE THE SERVICES: (continued)

The Dallas Public Library System has 17 branch libraries. Some of you already use a branch library. SIS provides coordination of information services with the Central Library and the branches.
There are mobile units, one of which takes small collections to over 200 agencies, and a special service for small collections can sometimes be arranged with branch libraries.

DALLAS PUBLIC LIBRARY

CENTRAL LIBRARY
  1954 Commerce Street
AUDELIA ROAD BRANCH
  10045 Audelia Road
CASA VIEW BRANCH
  10355 Ferguson Road
DALLAS WEST BRANCH
  2332 Singleton Blvd.
FOREST GREEN BRANCH
  9015 Forest Lane
FRETZ PARK BRANCH
  6990 Belt Line Road
HAMPTON-ILLINOIS BRANCH
  2210 West Illinois
JEFFERSON BRANCH
  542 East Jefferson
LAKEWOOD BRANCH
  6121 Worth Street
LANCASTER-KIEST BRANCH
  3039 South Lancaster
MARTIN LUTHER KING JR./
LIBRARY LEARNING CENTER
  2922 Forest Avenue
OAK LAWN BRANCH
  3721 Lemmon Avenue
PARK FOREST BRANCH
  3421 Forest Lane
PLEASANT GROVE BRANCH
  1125 South Buckner
POLK-WISDOM BRANCH
  7151 Library Lane
PRESTON ROYAL BRANCH
  5626 Royal Lane
SKYLINE BRANCH
  6006 Everglade Street
WALNUT HILL BRANCH
  9495 Marsh Lane

TYPES OF LIBRARY CARDS

Agencies in the City of Dallas are eligible for "Company" library cards which are kept on file at the library. Institutions may inquire about Institution cards which are issued by library agencies and allow provision of small collections of books for three weeks check-out. Institution cards are retained at the library issuing them. Any company or institution outside the City of Dallas may purchase a fee card. Further information on these card options can be obtained from Heather at 748-9071 Ext. 216 or Jean Ext. 247.

WHAT WE HAVE DONE SO FAR AND WHAT WE PLAN TO DO NEXT

Mailed a request for names of Service Providers to the Aging to 256 agencies listed in APL/CAT.

Received responses from 136 agencies listing 416 names.

Run a spot telephone survey on 57 of the 416 service providers to learn more about your information needs.

Mailed an invitation to 416 of you to call Heather Williams or Jean Brooks about your information needs.

Received and answered calls from you on information concerning protective services, advocacy, alternative housing, motivational group therapy, crime and the elderly, and accidents and the elderly.

Following this newsletter you will be receiving fact sheets on a number of subjects in which you have indicated interest.

We will list a variety of information sources. Some of the subjects we plan to cover are:

- Health
  - Exercise
  - Nutrition

- Programs
  - Speakers

- Activities
  - Crafts

- Legislation
  - Advocacy
  - Protective Services

- Housing Alternatives

There will be more newsletters, and some workshops.

WHAT WE NEED FROM YOU

Your information interests and needs.

Feedback on whether we are meeting these needs.

Ideas on how we can better meet your needs.

Your very active interest and involvement in a program designed to improve the effectiveness of library information services to you.

Please check and return in the enclosed stamped envelope the information request sheet on the last page.

Please write in your NAME ______________________________
and
AGENCY ______________________________

In order to provide more effective library services we need to know what topics will be most helpful to you. Please check the appropriate answers on this sheet and return to us in the enclosed self-addressed envelope.

I would like to receive a fact sheet on:

☐ Health - nutrition and exercise

☐ Programs and speakers

☐ Activities and crafts

☐ Legislation, advocacy, protective services

☐ Housing alternatives

☐ Other subjects - please list

☐ I would like to set an appointment with Heather Williams to learn about the computer data bases. My subject interest is ______________________________
____

☐ I would be interested in attending a seminar at the Central Library on the use of Government Documents.

I would like to recommend for library purchase the book(s) listed below:

SPECIAL INFORMATION SERVICES

for Service Providers

to the Aging

NEWSLETTER March, 1979

DALLAS PUBLIC LIBRARY

For information call

Heather Williams
748-9071 Ext. 216

Jean Brooks
748-9071 Ext. 247

SENIOR CENTER HUMANITIES PROGRAM

"If I had but two loaves of bread,
I would sell one of them and buy
white hyacinths to feed my soul."

Following a dialogue centering on a passage from Images of Aging, a woman looked up in amazement. "You know," she said in a tone of wonder, "I have a tapestry which I cherish. I love it especially because it is old and fragile and irreplaceable. It was made 80 years ago. If I love it because it is old, why shouldn't I love myself - I'm 80, too!"

Through the Senior Center Humanities Program, it is hoped that there will be a steady rise in the numbers of old people sharing in the heady pleasures of the humanities. As one participant at a center expressed it: "I'm surprised at the things I hear myself saying. I never thought I had these things stored up inside me. But I do...."

At another center, a participant commented: "I've lived through more history that I care to remember, but I've never had a chance to stop and think about it. Now I am beginning to understand how history has affected me and my family - and the little role I've played in it, too."

All of the above quotes are from the NCOA descriptive brochure, Senior Center Humanities Program. (See page 2 for further information.)

PROGRAMS AND ACTIVITIES

Humanities Program

Are you looking for program ideas for your senior center, nursing home, or other groups of older persons?

The National Council on Aging is offering free training for leaders and materials, books and/or tape cassettes for every participant, for programs which are specially designed for the elderly. NCOA recommends training volunteers as leaders, but staff members can be utilized if preferred. We have located meeting space, and a sponsoring agency and a minimum of 25 leaders guaranteed for training is all that is needed for an NCOA representative to come to Dallas May 17 for a full day session to train leaders. *There is no charge* for this service.

If your agency is interested in further information or would like to see this program start in Dallas, please call Jean Brooks at 748-9071 Ext. 247.

CHS

Butler, Robert N. "Public Interest Report #25." *International Journal of Aging and Human Development*. IX #1, 1978-79, 93-95.
This report contains very useful consumer information on travel for older persons.

SIS Office

Indiana State Board of Health. *Meaningful Activities in Nursing Homes*. Indianapolis: Indiana State Board of Health, 1977.
If you are searching for ideas for games and activities for older people there should be at least one out of this listing which is new to you. Activities are listed under "Individual," "Service and Work Projects," "Diversional," "Mental Stimulation," "Community," "Social and Recreational," and "Men."

SIS Office

"The White House will send a birthday card to anyone 80 years of age or older or an anniversary card to a couple celebrating an anniversary of 50 years or more. The Greetings Department (Old Executive Office Building, Room 39, Washington, D.C. 20500) will honor such persons if notified four weeks before the occasion." From *Senior Center Report*. II #1, January, 1979.

GERONTOLOGY

SIS
Office

Kart, Cary S., Eileen S. Metress and James F. Metress, Aging and Health: Biologic and Social Perspectives. Menlo Park: Addison-Wesley, 1978.

The authors are professors of sociology, health education and anthropology, respectively. The broad base they bring to the field of gerontology provides a well rounded introduction to aging and health concerns of the elderly. Appendices include a "Guide to the Gerontologic Literature."

SIS
Office

Kalish, Richard A., ed. The Later Years: Social Applications of Gerontology. Monterey: Brooks/Cole, 1977.

This book is a compendium of articles covering a wide range of aging concerns. Sources of the articles include academic journals, newspapers, government publications, books, conference proceedings and some previously unpublished materials. It is easy to read and very informative.

CHS
301.435
H498a

Hendricks, Jon and C. Davis Hendricks. Aging in Mass Society, Myths and Realities. Cambridge: Winthrop, 1977.

The book is composed of four parts: Part I, "Aging and Its Links to Historical and Social Currents," Part II, "Theoretical Frameworks of Gerontologists," Part III, "Crucial Issues" (Chapter 13 in this part discusses minority-group aging) and Part IV, "Forecast for the Future."

SIS
Office

Barry, John R. and C. Ray Wingrove, eds. Let's Learn About Aging, A Book of Readings. New York: Wiley, 1977.

The articles in this book show the breadth of subject area covered in social gerontology. A good book for an introduction to basic information about the aging.

CHS
301.435
F198

Shanas, Ethel and Marvin B. Sussman. Family, Bureaucracy, and the Elderly. Durham: Duke Univ. Press, 1977.

The family and its interrelationships with bureaucracy are presented from theoretical, historical/demographic, and empirical studies; closing with an interpretive analysis. The chapter on the "Implications of Telecommunications Technology for Old People, Families, and Bureaucracies" is particularly interesting. This is a thought-provoking book.

GERONTOLOGY

SIS
Office

Cohen, Stephen Z. and Bruce Michael Gans. *The Other Generation Gap; The Middle-Aged and Their Aging Parents*. Chicago: Follett, 1978.

Looking across the generation gap need not be confined to members of the family. Anyone, worker or friend, who has a close relationship with older persons may gain insights from this book.

CHS

Tibbits, Clark. "Can We Invalidate Negative Sterotypes of Aging?" *The Gerontologist*, XIX #1, Feb. 1979, 10-20.

The author believes there is a beginning of the erosion of negative stereotypes of older people. There are many new societal roles for older people to play such as volunteerism, advocacy, and continuing learning. As older adults, within the changing society, select from alternative roles, they can be expected to demonstrate and develop new roles and more positive expectations for those in the second half of life.

MENTAL HEALTH

CHS

Abrahams, Ruby B. and Robert D. Patterson. "Psychological Distress Among the Community Elderly: Prevalence, Characteristics and Implications for Service." *International Journal of Aging and Human Development*. IX #1, 1978-1979, 1-18.

A survey report of a New England town indicated that a life style pattern of dependency and poor interpersonal skills and social initiative leads to isolation and vulnerability to the stresses of aging. Conclusions are that there should be more education for elders on how to move into the helping system and that as a preventive measure it should be started in middle age.

SIS
Office

Glasscote, Raymond M., Jon E. Gudeman and Donald G. Miles. *Creative Mental Health Services for the Elderly*. Washington, D.C.: The Joint Information Service of the American Psychiatric Association and the Mental Health Association, 1977.

Ten programs in the United States and Europe are described and evaluated. Descriptions of alternative types of services available, or services projected for the future, provide an overview of the field.

COMMUNITY PROGRAMS

"Experience Exchange." Aging. Sept.-Oct., 1978, Nos. 287-288, 40-44.

This special section in Aging always has some excellent programs listed with complete addresses as to where to gather further information. In this issue the CSA Barter Service in Natalia, Texas, an exchange of services between individuals, is described. Also mentioned are an RSVP card program and an intergenerational child care center.

COMMUNITY INFORMATION

NRTA/AARP Medicare Information Center. By appointment only.

North West Dallas Service Center 243-8891
3030 Fyke Road
Farmers Branch, Tx. 75234 Monday 1:30-4:00 p.m.

DALLAS PUBLIC LIBRARY FILMS

A series of 5 movie matinees will be presented Wednesdays, 12:10-12:50 p.m., March 7 through April 4, 1979 at the Central Library, 1954 Commerce Street in the Auditorium, B-2 Level. Viewers may come early and bring a lunch if they wish. Telephone 748-9071 Ext. 349. The same series will be presented on the same dates at 3:30 p.m. at Park Forest Branch Library, 3421 Forest Lane. Telephone 241-1434.

SUMMER INSTITUTES

The Center for Studies in Aging, North Texas State University.

The 1979 Summer Institute on Aging covers four 11-day sessions, running from June 11 through August 3. This is the sixth annual summer institute representing "an intensive educational experience designed for the practitioner or professional..." For complete information on courses offered write to:

Director, Summer Institute
Center for Studies in Aging
Box 13438, NT Station
North Texas State University
Denton, Texas 76203
Telephone (817) 788-2763

100

ELDERHOSTEL

Elderhostel is a network of over 200 colleges and universities in 25 states which offer special low-cost, one-week summer residential academic programs for older citizens. The courses are non-credit and there are no exams, no grades and no required homework. No previous knowledge of a subject is required and a lack of formal education is not a barrier.

Elderhostelers live simply in either single or double rooms in the college dormitory chosen to be the hostel for its ease of entry and proximity to classrooms and dining halls. Most meals are eaten in the regular college cafeterias with other summer students. The maximum charge for Elderhostel in 1979 is $115 per week which includes room, food, a learning experience, other campus activities and a chance to sight see in a new area. There are some elderhostels listed in Texas. Some opportunities are available for older people who can not afford to pay the fee.

For further information and the 1979 National Elderhostel catalog of colleges and offerings write: Elderhostel, 55 Chapel Street, Newton, Massachusetts 02160.

The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education, Department of Health, Education and Welfare. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred.

SPECIAL INFORMATION SERVICES

for Service Providers

to the Aging

FINAL NEWSLETTER July, 1979

DALLAS PUBLIC LIBRARY

For information call

Jean Brooks
748-9071 Ext. 247

Abby Kratz
748-9071 Ext. 216

This is the final SIS Newsletter. The SIS office will remain open through August, 1979. Special free services will continue during that time. This final Newsletter will again describe the library's information services which will always be available to meet your needs.

Newsletters and Fact Sheets from SIS have listed a great number of books and articles covering a variety of subjects in response to needs for information expressed by service providers to the aging. These SIS publications will not continue, but those you have received will remain useful as guides to types of information and areas of the library system in which they may be located.

Visits to the library, browsing the shelves, indexes and periodicals, and conferring with library staff members can help you to maintain your information at a current level.

If SIS has been successful, Dallas Public Library staff members and service providers to the aging will continue to develop the information exchange motivated by SIS in service to the community.

CENTRAL LIBRARY

All librarians in the Central Library can help you with your queries - questions requiring brief answers can be handled by telephone.

History and Social Sciences Division - 2nd floor
Abby Kratz has responsibility for ordering gerontology materials covering the social sciences subject areas.

Business and Technology Division - 1st floor
Carla La Croix is responsible for ordering materials related to geriatrics and nursing home administration.

Community Services Librarian - 3rd floor
Cordie Hines is the coordinator for the Community Services Librarians. The 4 Community Services Librarians are available to bring to your group or conference, displays, talks or films and to demonstrate resources available from the Dallas Public Library System.

MANUAL LITERATURE SEARCHES

Indexes listed are those SIS has found to be primary sources for information covering subjects of interest to service providers for the aging. Librarians will help you locate and use the indexes listed below. Once you have selected articles of interest to you, the librarians will aid you in locating them.

CHS R016 .37078 R4324	ERIC Subject, author and institutional indexes. Resources in Education RIE and Current Index to Journals in Education CIJE. Also available on computer.
CHS R150 P	Psychological Abstracts Lists new books, journal articles, technical reports, and other scientific documents, with a signed abstract of each item. Subjects are arranged in major classification categories with full author and subject indexes to each volume. Data since 1967 is also available on computer.
CHS R016.3 S678	Social Sciences Citation Index Approximately 2000 journals of international scope in the social sciences literature are covered. Divided into 3 parts: 1) citation index, arranged alphabetically by the author cited, 2) source index, arranged alphabetically by author with full bibliographic citation, and 3) subject index accessed through paired key terms from titles and subtitles. Also accessible on computer. You'll probably need help with this one at first.

CHS R050 S6782	Social Sciences Index An author and subject index to articles in over 200 periodicals which include the fields of psychology and sociology. A separate section of book reviews is provided at the end of each issue.
CHS R300 S	Sociological Abstracts An abstract journal covering "sociological articles in periodicals in various languages." Indexed by subject. Also available on computer.
CHS R016 P976b	PAIS (Public Affairs Information Service) "A subject index to current literature relating to economic and social conditions: books, documents, pamphlets, etc." Provides selective indexing to over 1000 periodicals. Also available on computer.
CHS B&T LL	Reader's Guide to Periodical Literature Full dictionary indexing by author, subject and title of approximately 160 periodicals of general and popular interest.

PERIODICALS

The simplest way to keep current on articles, new books and upcoming conferences is to browse through journals, magazines and other library periodicals. The Central Library subscribes to those listed below:

CHS	Aging
CHS	50 Plus
CHS	Modern Maturity
CHS	Gerontologist
CHS	International Journal of Aging and Human Development
CHS	Journal of Gerontology
CBT	Nursing Homes

GOVERNMENT DOCUMENTS

GOV. DOCS.	Monthly Catalog of United States Government Publications The entries are indexed for access by author, title, subject and series/report. This catalog is a good starting place, but locating government documents is complex. You will want to use the librarian's help in this area.

VERTICAL FILES

Each division has a vertical file of pamphlets and reports covering subjects in their area. CHS and CBT will incorporate appropriate materials from the SIS office. Be sure you ask to see the files if you are searching a subject area.

REFERENCE CENTER - 1st floor

APL/CAT, the community information source, is housed in this section of the library. Listings of community agencies are available on microfiche, and reference center personnel will help you learn how to use this database.

COMPUTER SEARCHES

Searches on the computer will be available free through SIS until the end of August. Following that time there will be a charge for such services. Information on the fees can be obtained from Abby Kratz.

INTERLIBRARY LOAN

Interlibrary Loan serves both in-library and outside-of-library requests. If a manual or computer search lists an article in a periodical or a book which Dallas Public Library does not own, it can be requested through Interlibrary Loan. Libraries outside of the Dallas Public Library System may request particular books and/or documents from Dallas Central Library Interlibrary Loan.

There is no fee unless material is borrowed from out-of-state.

DOCUMENT DELIVERY

Periodical articles or excerpts from books may be copied by the user on photocopiers located in Central or branch libraries. The cost to the user is 10¢ per copy (page).

BRANCH LIBRARIES

Librarians at all branches are willing to help service providers with information queries. Books which a branch does not own can be delivered from the Central Library to a branch library. The request can be negotiated at the branch library or at the Central Library.

The ALMANAC is a monthly publication listing programs at all Dallas Public Libraries. The ALMANAC is free and copies are available at any of the libraries.

NEW FILMS FROM FILM LIBRARY

BERNICE BOBS HER HAIR, 48 minutes. Based on the F. Scott Fitzgerald short story, the age-old adolescent search for popularity and belonging is set in the jazz age, and ends with a satisfyingly ironic twist.

DISCOVERING COUNTRY AND WESTERN MUSIC, 24 minutes. A "once-over-lightly" survey of country and western music, including Patsy Montana singing her hit, "I Want To Be A Cowboy Sweetheart," and Johnny Bond, who sang in Gene Autry's cowboy films.

FOOD FOLLIES, 23 minutes. A Consumer Report film on how to shop wisely and economically at the grocery store.

MADE IN MISSISSIPPI, 20 minutes. An overview of the Black folk art and crafts made in the Mississippi Delta, including quilting, painting, basket-weaving, and clay sculpting.

MEN OF BRONZE, 58 minutes. The moving story, lost to us until now, of the 369th combat regiment of Black soldiers who served in France during World War I, told through old photographs, film footage, and interviews with two of the surviving men of the regiment.

OVER-THE-COUNTER PILLS AND PROMISES, 17 minutes. A humorous, yet practical,treatment of drugstore remedies, how effective they are, common household substitutes for them, and the dangers of their misuse.

THE SAND CASTLE, 13 minutes. The 1978 Academy Award winning film filled with delightful, animated sand creatures, who frolic and help each other build a sand castle. A visual joy -- interpretation of the film's meaning is up to you.

THIS IS FRAUD! 9 minutes. Brief but practical depiction of four kinds of fraud, what to do if you are defrauded, and how to recognize and avoid fraud before it occurs.

TV ADS: OUR MINI-MYTHS, 16 minutes. Utilizing 13 award-winning commercials, shows how ads can educate and inform but also how they persuade us in subtle ways to want things we probably don't need.

TWO CENTURIES OF BLACK AMERICAN ART, 26 minutes. A survey of the range of Black American art from African influences to today's cosmopolitan work.

If you are interested in being on a mailing list to receive occasional Filmographies of films available at Dallas Public Library Film Library, please call and give your mailing information to Jean Brooks, 748-9071, Ext. 247 before August 31, 1979.

NEW BOOKS IN SIS OFFICE

McClellan, Robert W. *Claiming a Frontier: Ministry and Older People*. Los Angeles: Ethel Percy Andrus Gerontology Center, Univ. of So. Cal., 1979.

Tennenbaum, Frances. *Over 55 Is Not Illegal: A Resource Book for Active Older People*. Boston: Houghton Mifflin, 1979.

Viscusi, W. Kip. *Welfare of the Elderly: An Economic Analysis and Policy Prescription*. (The Wiley Series in Urban Research) New York: Wiley, 1979.

SIS FACT SHEETS

If you are interested in receiving one, or both of these listings, please call 748-9071, Ext. 247.

FACT SHEET #11	SEXUAL ACTIVITY AND AGING
FACT SHEET #12	DEATH AND DYING

COMMUNICATION IS THE KEY

Librarians want to help you satisfy your information needs. In order that they may do so the service provider needs to keep the communication lines open. The library does not presume to have all the answers, but librarians usually know somewhere else you can turn if their resources prove inadequate.

You are the advocates for access to library information that will help you provide your services.

"EXPLORING LOCAL HISTORY

WHAT WAS THE TALLEST BUILDING IN DALLAS IN 1933? WHAT EVENT HAPPENED IN 1936 THAT BROUGHT VISITORS FROM ALL OVER THE WORLD TO DALLAS?

IF THESE QUESTIONS INTEREST YOU, THEN WE HAVE JUST THE ANSWER.

THE SENIOR CITIZENS OF GREATER DALLAS IS SPONSORING AN EIGHT WEEK HUMANITIES COURSE ENTITLED "EXPLORING LOCAL HISTORY." THE CLASSES WILL BEGIN JULY 17TH AND WILL MEET AT 9:30 A.M. EVERY TUESDAY MORNING FOR EIGHT WEEKS AT THE HOSPITALITY HOUSE SENIOR CITIZEN CENTER, 5111 CAPITOL.

THE PROGRAM WAS DESIGNED BY THE NATIONAL COUNCIL ON AGING WITH FUNDS PROVIDED BY A GRANT FROM THE NATIONAL ENDOWMENT FOR THE HUMANITIES.

"EXPLORING LOCAL HISTORY" WILL PROVIDE OLDER PERSONS A CHANCE TO ENRICH THEIR LIVES THROUGH DISCUSSIONS, GUEST SPEAKERS, AND FIELD TRIPS TO AREAS OF INTEREST IN DALLAS.

THE COURSE IS OFFERED AT NO CHARGE. ALL PERSONS 60 YEARS OF AGE AND OLDER ARE WELCOME. FOR ANYONE INTERESTED, PLEASE CALL KATIE DICKINSON AT 827-3911."

"WOMEN OVER 40..ISSUES AND CONCERNS

Hospitality House Senior Center
5111 Capitol, Dallas, Texas 75206

July 14 through August 11

Saturdays 9:45 a.m.-11:45 a.m.

Fee: $10.00

Instructor: Walter Levy a.c.s.w.

Call: 746-4444

Register by July 14

Sponsored by: Richland College"

SOLD ON OLD

Bumper stickers and buttons confirming your "aging awareness" are available for sale to any interested persons, groups, or agencies at cost from Senior Citizens of Greater Dallas, 823-5700.

Help promote healthy aging in all its aspects by becoming SOLD ON OLD.

. . . .
.The activity which is the subject of this report was supported .
.in whole or in part by the U.S. Office of Education, Department of Health, Education and Welfare. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred..
. . . .

APPENDIX VII

SAMPLE FACT SHEETS

FOOD AND NUTRITION

LIBRARY MATERIALS THAT MAY HELP YOU

Fact Sheet #2 November, 1978

Special Information Services
for Service Providers
to the Aging

Gov. Doc. HE17.311 N95	Simko, Margaret D., comp. Nutrition and Aging; A Selected Annotated Bibliography, 1964-1972. Washington: Administration on Aging, 1973.
SIS Office	Wallace, Richard E., ed. Food Science and Technology; A Bibliography of Recommended Materials. Beltsville, Md.: U.S. Dept. of Agriculture, National Agricultural Library; New York: Special Libraries Association, Food and Nutrition Division, 1978.
CC 641.1 F593i2	Fleck, Henrietta Christina. Introduction to Nutrition. 2d ed. New York: Macmillan, 1971. A basic text intended for the college student.
CC 641.1 A211n	Adams, Catherine F. Nutritive Value of American Foods in Common Units. Washington: U.S. Dept. of Agriculture, Agricultural Research Service, 1975. Useful for research groups who conduct dietary surveys and nutritional status studies.
BT 613.28 C737	Gerras, Charles, ed. The Complete Book of Vitamins. Emmaus, Pa.: Rodale Press, 1977. Nutrients - their history, what they are and how they function in your body.
CC 641.5 C967e	Culinary Arts Institute. Encyclopedia of Nutrition and Cooking. 1st ed. Chicago: Culinary Arts Institute, 1974. A cookbook and an aid for assembling an optimum diet.
SIS Office	United States. Agricultural Research Service. Consumer and Food Economics Research Division. Food Guide for Older Folks. Washington: U.S. Dept. of Agriculture, 1972. In large print, a guide with recipes for planning daily menus. Helpful hints on buying food are included.
BT 642.5 K12f	Kahl, William L. Foodservice on a Budget for Schools, Senior Citizens, Colleges, Nursing Homes, Hospitals, Industrial, Correctional Institutions. Boston: Institutions/Volume Feeding Magazine, Cahners Books, 1974. From food service information on planning, operation and management to design, layout and remodeling.

BT 612.39 S989n	Symposium on Nutrition, Longevity, and Aging, Miami, Florida, 1976. Nutrition, Longevity, and Aging. New York: Academic Press, 1976. Papers presented by specialists dealing with the relationship of diet to life span.
Reading Room	Christakis, George, ed. "Nutritional Assessment in Health Programs." American Journal of Public Health. November, 1973, v. LXIII Supplement, iii-82. Proceedings of the Conference on Nutritional Assessment, 1972, with a section on the nutritional assessment of the elderly.
Gov. Doc. A77.15 NE59	United States. Agricultural Research Service. Consumer and Food Economics Research Division. Nutrition Programs for the Elderly; A Guide to Menu Planning, Buying, and the Care of Food for Community Programs. Washington: U.S. Dept. of Agriculture, 1975. Information on meal patterns with suggestions for menu planning, buying and storing foods, and packaging meals for home delivery.

JOURNALS AND OTHER PERIODICALS AVAILABLE AT THE CENTRAL LIBRARY:

BT	American Journal of Clinical Nutrition A technical journal for scientists and physicians in the field of human nutrition.
Gov. Doc. A98.11	Food and Nutrition This periodical reports state and federal programs and legislation pertaining to food and nutrition.
BT	Institutions/Volume Feeding Information about food service in hospitals and health and welfare facilities is included here.
BT	Journal of the American Dietetic Association Subjects included in this journal are nutrition, education and training, and administration.
Gov. Doc. A105.15	National Food Review This periodical is published by the U.S. Dept. of Agriculture and is a source of consumer information about the food situation and outlook in the U.S.

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PROGRAMS AND SPEAKERS

Fact Sheet #4 January, 1979

Special Information Services for Service Providers to the Aging

Heather Williams 748-9071 Ext. 216 Jean Brooks 748-9071 Ext. 247

Retrievals or listings of agencies from the Dallas Public Library's APL/CAT computer base indicate speakers and/or programs are available for the following subject areas. If you are interested in a list of agencies with speakers/programs available in any of these subject areas please call Heather or Jean.

- Arts and Crafts
- Children's Theater
- Consumer Services
- Creative Writing
- Dance, Folk and others
- Education, Informal
- Ethnic Cultures
- Family Services, Counseling
- Family Services, Supportive
- Films
- Fire, Disaster and National Defense
- Gardening and Plants
- Handicapped, Special Services
- Health Problems, Specific Cancer, Heart, Arthritis, Epilepsy, Kidney, Diabetes, and Diet
- Historic Preservation
- Hobbies and Special Interests
- Housing and Neighborhoods
- Law Enforcement - Protective, Justice and Safety
- Legal Aid
- Libraries
- Local History
- Museums
- Music
- Public Affairs
- Recreation
- Recycling
- Solar Energy
- Special Interests
  - County Extension Agents and Extension Homemaker Clubs
- Sports
- Transportation Planning and Coordination
- Wildlife and Wilderness

If your program planning includes tours or visits to annual events, APL/CAT lists

- SMU, USA Film Festival
- Dallas Flower and Garden Show in Fair Park
- Historical Preservation League, Fall and Spring Tour
- Old City Park Heritage Center
- Dogwood and Wildflower Trails, Quitman and Mineola
- Nature Trails at Turtle Creek Parkway, White Rock Lake, L.B. Houston Park, Kiest North, or Moss
- Formal Gardens at the De Golyer Estate
- Annual Gingerbread Trail Tour of Homes in Waxahachie

A list of agencies was also retrieved from APL/CAT by the following terms. These agencies do not offer speakers as a service, but could be used as possible leads to persons knowledgeable in these areas. Call Heather or Jean if you are interested in contacts in any of these subject areas.

Anthropology
Archaeology
Atomic Power
Bagpipes
Barbed Wire
Bonsai
Creative Writing
Cultural Heritage
Dolls
Flower Arranging
Folk Dancing
Gardens
Gems
Herbs
Historic Preservation
Horticulture
Ikebana
Legal Aid
Physical Fitness
Planetariums
Plant Societies
Porcelain
Stamp Collecting
Stitchery
Story Telling
Tenant Rights
Treasure Hunting
Urban Design
Weaving
Wild Flowers
Wilderness
World Affairs
Yoga

The following community colleges have a speakers list:

Speakers available from Eastfield College are:

Dr. Virginia W. Brumbach
Instructor, English
Humanizing Instruction
Creative Awareness
The Joy in Learning
Book Reviews

Mary Forrest
Instructor, Speech
Book Reviews
Plays
Poetry
Prose

Ray Campbell
Director, Public Information, 746-3229
Television in the 1950s (Comedy)
Voices from the 1930s and 1940s
A Healthy Heart (American Heart Association)

For speakers from Richland College call Pam Quinn, Public Information, 746-4494.

Mountain View College - a calendar of on-campus speakers is available. Call Raye Goss or Guy Gooding, 746-4185.

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DEATH AND DYING

Fact Sheet #12 July, 1979

Special Information Services
for Service Providers
to the Aging

Jean Brooks 748-9071 Ext. 247 Abby Kratz 748-9071 Ext. 216

"To everything there is a season, and a time to every purpose under the heaven: A time to be born, and time to die." Ecclesiastes 3:1

CHS R016.1285 F974d 1977	Fulton, Robert Lester. Death, Grief and Bereavement: A Bibliography, 1845-1975. New York: Arno Press, 1977.
CHS R016.1285 M647d	Miller, Albert Jay and Michael James Acri. Death: A Bibliographical Guide. Metuchen, N.J.: Scarecrow Press, 1977.
CHS 155.93 K950	Kübler-Ross, Elisabeth. On Death and Dying. New York: MacMillan, 1969. This classic work still serves as a viable source of information on the various stages of dying.
SIS Office	Benoliel, Jeanne Quint, et al. Dealing with Death: Discussions of Death Presented for Those Concerned with the Delivery of Care Service for the Elderly. Los Angeles: Ethel Percy Andrus Gerontology Center, USC, 1973. This series of papers deals with issues such as the psychological treatment of the dying patient, the existence of suicide in the elderly and the nursing of the dying patient.
SIS Office	Kalish, Richard A. and David K. Reynolds. Death and Ethnicity: A Psychocultural Study. Los Angeles: Ethel Percy Andrus Gerontology Center, USC, 1976. This source, addressed to the professional, examines the differences in views on bereavement and death among ethnic communities.
CBT/CCC 616 S869h	Stoddard, Sandol. The Hospice Movement: A Better Way of Caring for the Dying. New York: Stein and Day, 1978. This book can be used by the layman or professional as a first source for detailed information on how and why the hospice approach works.
CCC 346.73054 A826y 1977	Ashley, Paul Pritchard. You and Your Will: The Planning and Management of Your Estate. Rev. ed. Boston: G. K. Hall, 1977. This large print guide is easy to understand and provides information which will prepare the client to make maximum and economical use of the attorney in the planning of an estate.

CHS 393 G875c	Grollman, Earl A., ed. Concerning Death: A Practical Guide for the Living. Boston: Beacon Press, 1974. This guide deals with the emotions of the living toward the dying and answers practical questions about insurance, funeral arrangements and the law.
Reading Room	Atchley, Robert C. "Dimensions of Widowhood in Later Life." The Gerontologist. April, 1975. XV, 2, 176-178. The psychological and social dimensions of widowhood in later life are examined in this article.
Reading Room	Haug, Marie. "Aging and the Right to Terminate Medical Treatment." Journal of Gerontology. July, 1978. XXXIII, 4, 586-591. This article analyzes the right of the patient or family to terminate medical treatment when confronted with an irreversible terminal illness.

VISITING NURSE ASSOCIATION

Home Hospice Program
Charles Kemp, Director

This program is available to patients anywhere in Dallas County and offers a wide array of services such as nursing, occupational therapy, funeral counseling and bereavement care. Further information on other available services offered; criteria for admission and the arrangement of payment for services can be obtained by calling 369-5500.

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APPENDIX X

A. GOVERNMENT DOCUMENTS SEMINAR PACKET AND FACT SHEET #8

B. LAWS AND REGULATIONS

APPENDIX VIII

INTRODUCTORY SHEETS OF DIRECTORY OF EMERGENCY AID SERVICES IN DALLAS COUNTY

INTRODUCTION

This is a directory of agencies in Dallas and Dallas County which provide emergency services. The amount of services each agency can provide is limited. The directory is for the use of agency service providers only. The agencies listed will not respond to calls from other than agency personnel. Calls to the listed agencies are to be for real emergency needs only.

The directory is arranged in three sections:

Section I
Alphabetical Listing of Agencies Providing Services

Section II
Service Indexes: Clothing, Financial Aid, Food, Shelter, Transportation. Service providers are listed under each service. NOTE: Not all agencies provide all services.

Section III
Area served indexes: Includes uniform statistical areas in Dallas (with zip code key) and Dallas County communities of Addison, Balch Springs, Carrollton, Cockrell Hill, Coppell, Duncanville, Farmers Branch, Garland, Grand Prairie, Irving, Mesquite, Park Cities and Richardson. Service providers are listed under appropriate service areas.

The appropriate service area for each call is defined by the residence zip code or city of residence in Dallas County.

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DIRECTORY OF EMERGENCY AID SERVICES
IN DALLAS COUNTY

Prepared by Special Information Services
and APL/CAT

Dallas Public Library January,1979

120

The Library works with many different computers, and with many different pools of information. The collection of computer-stored information from which this guide was drawn is Dallas Public Library's information system, also called APL/CAT (APPLE-CAT). It is a collection of nearly 6,000 community resources, of which the entries in this directory are only a part.

The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education, Department of Health, Education and Welfare. However, the opinions expressed herein do not necessarily reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred.

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- Clothing 47-50
- Financial Aid 51-53
- Food 54-57
- Shelter 58-59
- Transportation 60-61

Section III

Area Served Indexes

- Uniform Statistical Area by Zip Code 62

Alphabetical Listing of Uniform Statistical Areas in Dallas 63-74
Alphabetical Listing of Cities in Dallas County 75-79

APPENDIX IX

ARTS & CRAFTS

TOURS AND/OR VISITS TO ANNUAL EVENTS

ARTS & CRAFTS

SPEAKERS

572020008
SMU, BOB HOPE THEATRE, MEADOWS SCHOOL OF THE ARTS
ALLEN HEATON, CHAIRMAN OF THEATER DEPT
OWEN ART CENTER, SMU
DALLAS, TX
75275
(214) 692 2558

572020015
CRAFT STUDIO
ROBERTA JONES CHRISTIE, MANAGER
6627 SNIDER PLAZA
DALLAS, TX
75205
(214) 368 4192

576020033
CHILDRENS THEATER, DALLAS
GEORGE N EDWARDS, EXECUTIVE PRODUCER
P O BOX 25475
DALLAS, TX
75225
(214) 690 4898 (214) 279 2723

577020002
ARTISTS, INC, TEXAS AREA
BARBARA DOCEHAL, FIRST VICE PRESIDENT
P O BOX 28854
DALLAS, TX
75228
(214) 278 6754

577020011
FIBER DESIGNERS, CREATIVE STITCHERS, INC, DALLAS CHAPTER
IRENE NICOLAOU, PRESIDENT
4678 CHRISTOPHER PL
DALLAS, TX
75204
(214) 528 0505 (214) 235 8701

577020014
HANDWEAVERS AND SPINNERS GUILD, INC, DALLAS
DIANE BURCHARD, PRESIDENT
3517 GILLESPIE ST
DALLAS, TX
75219
(214) 522 2724 (214) 361 1683

577020019
PRINT AND DRAWING SOCIETY, DALLAS
JANE ROSE SALLIS, PRESIDENT
DPL, FINE ARTS DIVISION, 1954 COMMERCE ST
DALLAS, TX
75201
(214) 526 2057 (214) 748 9071 (X) 252

These agencies do not provide speakers, but they might provide leads to speakers.

571020016
GARDEN AND ARTS ASSOCIATION, IRVING
MRS JEAN L WERRY
1506 FOWLER ST
IRVING, TX
75061
(214) 253 7811 (214) 253 6962

577020007
BONSAI SOCIETY OF TEXAS
JOHN A MILLER, PRESIDENT
513 CAP ROCK DR
RICHARDSON, TX
75080
(214) 231 5563 (214) 358 4838

577020009
CRAFT GUILD, DALLAS
MRS STANLEY ISENBERG, PRESIDENT
6923 SNIDER PLZ
DALLAS, TX
75205
(214) 363 5480 (214) 368 6255

These agencies do not provide speakers, but they might provide leads to speakers.

577020017
NEEDLEWORK AND TEXTILE GUILD, DALLAS
MRS DALE SELZER, PRESIDENT
3620 DARTMOUTH
DALLAS, TX
75205
(214) 528 2688

577020020
RUG HOOKING GUILD, TEXAS, DALLAS CHAPTER
MRS Y D GRIMES, PRESIDENT
6006 PENROSE
DALLAS, TX
75206
(214) 827 6468

577020025
ARTISTS COURTYARD
ROBERT E HOUSTON, MANAGER
12610 COIT RD
DALLAS, TX
75231
(214) 233 9472 (214) 661 0213

577020033
PORCELAIN ART GUILD OF DALLAS
PEGGY SEWELL, PRESIDENT
P O BOX 459
WYLIE, TX
75098
(214) 442 2450 (214) 824 2783

TOURS AND/OR VISITS TO ANNUAL EVENTS

565020005
ANNUAL GINGERBREAD TRAIL TOUR OF HOMES

P O BOX 187, 406 FERRIS AVENUE
WAXAHACHIE, TX
75165
(214) 937 2890

565020024
DOGWOOD AND WILDFLOWER TRAILS, QUITMAN, MINEOLA

These cities are in Wood County. Mineola is approximately 70 miles east of Dallas on Highway 80. Quitman is approximately 12 miles north of Mineola. We recommend calling the Chamber of Commerce of one or both of these cities for further information.

565020028
FLOWER AND GARDEN SHOW, DALLAS
JOHN J HILL, DIRECTOR
FAIR PARK
DALLAS, TX
75226
(214) 428 7476

565020032
HISTORICAL PRESERVATION LEAGUE, FALL AND SPRING TOUR

202 S ERVAY
DALLAS, TX

Telephone No's. 742-6955 or 826-4506

565020059
SMU, U S A FILM FESTIVAL
G WILLIAMS JONES, EXECUTIVE DIRECTOR
~~SMU, P O BOX 5105~~
DALLAS, TX
75275
(214) 692 2979

OLD CITY PARK HERITAGE CENTER
Reservations are required for large group tours. For information call 421-5141. Admission fee $1 for adults.

THE DE GOLYER ESTATE, 8525 Garland Road, 321-2846
The gardens are open to the public from sunrise to sunset, 7 days a week.

GOVERNMENT DOCUMENTS

Fact Sheet #8 March, 1979

Special Information Services for Service Providers to the Aging

Heather Williams 748-9071 Ext. 216 Jean Brooks 748-9071 Ext. 247

Includes:

Indexes
Bibliographies
Legislation
Foundations & Grants

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INDEXES USEFUL IN LOCATING U.S. GOVERNMENT PUBLICATIONS

AMERICAN STATISTICS INDEX. Congressional Information Service, Inc. Monthly with quarterly and annual cumulations. Indexes the statistical output of U.S. Government agencies. May also be searched as an online computer database through System Development Corporation's ORBIT.

BUREAU OF THE CENSUS CATALOG. U.S. Bureau of the Census. Quarterly with monthly supplements and an annual cumulation. Lists and describes Census Bureau publications.

CIS INDEX. Congressional Information Service, Inc. Monthly with quarterly and annual cumulation. Indexes Congressional hearings, committee prints, House and Senate reports, documents, executive reports, special publications, and public laws. May also be searched as an online computer database through System Development Corporation's ORBIT.

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CONGRESSIONAL INDEX. Commerce Clearing House, Inc. Loose-leaf. A service designed to quickly determine the status of legislation pending in Congress. Bills may be traced by subject, author, or number. Also reports on current status and voting on bills.

CONGRESSIONAL QUARTERLY. Congressional Quarterly, Inc. Weekly. Summarizes legislation before Congress, voting on major bills, committee action, Executive Branch developments, etc.

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CIS INDEX. Congressional Information Service, Inc. Monthly with quarterly and annual cumulations. Indexes Congressional hearings, committee prints, House and Senate reports, documents, executive reports, special publications and public laws. May also be searched as an online computer database through System Development Corporation's ORBIT system.

FEDERAL REGISTER. U.S. General Services Administration. Issued five times per week. Supplements the Code of Federal Regulations by publishing the latest announcements of important rules and regulations of the federal government. For advance notification of what is to be published in the Federal Register, call "DIAL-A-REG" in Washington at 202-523-5022. May also be searched as an online computer database through System Development Corporation's ORBIT system.

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LEGI/SLATE. A computer database which indexes the legislation currently before the Texas Legislature. Contact the Library's Custom Research Services for detailed information on searching capabilities and costs (fee charged). Free for SIS users.

TEXAS REGISTER. Texas Secretary of State. Published twice weekly, contains rules of state agencies, meeting schedules of state boards, and some information on the activities of the Governor, Legislature, and other state agencies. Note: while the TEXAS REGISTER is similar in function to the FEDERAL REGISTER, there is no state level equivalent to the CODE OF FEDERAL REGULATIONS.

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Directories and Indexes

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NATIONAL FOUNDATIONS. The Foundation Center. An online computer database available through Lockheed's DIALOG system. Covers 21,000 large and small foundations. Data is for the current year only. Also available in hard copy as the *Foundation Center National Data Book*.

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APPENDIX XI

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TRIUMPH AND TRIALS: GROWING OLDER
JUNE 7, 1979

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APPENDIX XII

SURVEY FORM FOR DIRECTORY OF EMERGENCY AID SERVICES IN DALLAS COUNTY

In January, 1979 all SIS service providers were mailed a copy of the Directory of Emergency Aid Services in Dallas County. Would you please fill out this short questionnaire and return to us in the enclosed stamped envelope in order that we may evaluate the value of this publication to you?

1. Have you had occasion to use the Directory?

   Yes ___

   No ___

2. If your answer to No. 1 is yes would you please indicate for what purpose(s) it was used?

3. Was the listing appropriate for the need you described?

   Yes ___

   No ___

4. If the Directory were updated on an annual basis would you be willing to pay $2.00 a copy to cover the expenses of publication?

   Yes ___

   No ___

Comments:

APPENDIX XIII

EVALUATION REPORT OF THE DALLAS PUBLIC LIBRARY

EVALUATION REPORT OF

THE DALLAS PUBLIC LIBRARY

Background

This evaluation report has been prepared for the purpose of determining to what extent the Dallas Public Library was successful in meeting the information needs of individuals who either work with or provide services to the elderly. The report is based upon both periodic data collection gathered from the records kept by the project staff and data gathered by the evaluator. The data were gathered for evaluation purposes and are not intended to be a complete documentation of the total activities of the project. Rather, the data herein reported reflects the types of activities conducted by the project staff and the typical responses from the aging network.

This report is organized into three basic categories of activities. The first category addresses itself to the library's activities to assess and plan for the information needs of the aging network. The second grouping is directed towards the project's response to individual information needs of members of the aging community. The third section deals with information regarding the aging community's response to the Special Information Project of the Library.

Assessment of Needs

During the planning phase of the project, the project staff conducted two activities designed to assess the needs for information which existed within the community. The first was a general information survey of the potential client population. The second was a telephone interview with a randomly selected sub-sample of the respondent group to the general interest survey.

The initial target population of service providers to the elderly was 1000 individuals. During the summer of 1978, 256 agencies were contacted by mail to assess both the current usage level of the library and who used the library for what reason. Of the 256 agencies, 135 or 51% responded to the survey. From these responses, service categories were keyed to individual information needs. The determination of information needs via the survey technique is difficult, since individuals are often unable to articulate their special needs; still, the survey proved helpful in assisting in the development of further project activities. For instance, it was noted from the survey that service information needs could be clustered into

Assessment of Needs (continued)

broad, generic categories. These included: health, activities, administration, education, social services, senior centers, nutrition, nursing homes, and housing. The survey also showed to the project staff that the service providers used the library, particularly the branch libraries, but frequently expressed their needs in generalized terms, rather than specific requests. Thus from the survey it was noted that a definitive course of action necessary for the Special Information Project would be one of helping the service providers to understand their specific needs and to assist them in clarifying the kinds of information available to them. For instance, within the survey data it was noted that library users frequently limited their information requests to perceived accessibility of information within a particular branch library. The service providers failed to recognize the library as a "system" of information whereby various parts could be used for different purposes.

The sub-sample telephone interviews of 57 agencies also assisted the library in defining the information needs of the service providers. As noted in Table 1, the range and scope of the interviewed agencies tended to cover a broad spectrum of service agencies. While the greatest number was senior centers and nutrition sites. These data tend to reflect the general configuration of the service delivery network for the elderly.

TABLE 1: TYPES OF AGENCIES CONTACTED

Type	Number	Cumulative Total
Senior Center/ Nutrition Site	20	20
Health Related	5	25
Education Oriented	5	30
Employment Counseling	6	36
Religious	1	37
Housing Problems	7	44
Nursing Home	4	48
Social Service	4	52
Transporatation	2	54
Club/Volunteers	3	57

It was also illuminating that the general educational background of the 57 respondents represented a range of academic interests. Twenty one of the persons interviewed had little or no college experience, while 12 had gone to graduate school. Table 2 represents the educational range of those responding to the interview.

TABLE 2: TYPES OF RESPONDENTS - EDUCATION BACKGROUND

Education	Frequency	Cumulative Frequency
A.A.	6	6
B.S.	22	28
Graduate School	10	38
Ph.D./M.D.	2	40
Home Economics	2	42
Work Experience	15	57

This data presented the project staff with the realization that any subsequent dissemination of information had to be of such a nature as to appeal to a diverse set of individuals. While the specificity of the information was a prerequisite, as noted earlier, so too was a broad ranged scope of information. Not, by any means, an easy task to accomplish.

In general the telephone survey verified the preliminary information needs obtained from the general survey. Table 3, for instance, categorizes the most frequently expressed needs for information as mentioned by the interviewed respondents.

TABLE 3: MOST FREQUENT INFORMATION NEEDS

Need	Frequency
General Aging	11
Recreation Programs	11
Inservice Programs	3
Health Problems	11
Speakers	2
Income	3
Educational Techniques	4
Laws	2
Other Services	8
Films	2
Management	1
Special Problems	3
Employment/Outreach	5

Health, recreation, administration, employment, education, social services were all mentioned in both response categories to the survey. In addition, the telephone survey added a number of specific listings which assisted the project staff in further tailoring the information needs to the target group.

From the surveys the project staff was able to begin targeting its information to specialized and specific groups, while at the same time recognizing that considerable diversity existed among the network of service providers. In general, the surveys were fundamental in future project activities and preparations.

Information Request

As with any beginning project, a period of time is required in order for individuals to begin to be aware of the availability of a 'new' service. The subsequent effect of the two surveys was to increase the awareness of the service community that a new resource was available to them. As the project entered its implementation phase, there was already an awareness on the part of the aging network of a possible resource which could be used.

In response to the information gathered from the initial survey, the telephone interview, and the pre-established project purposes, the project staff began efforts to disseminate generalized information to the aging service network. These activities focused in two general areas: a newsletter, and fact sheets.

During the activity phase of the project, the project staff prepared and distributed eight newsletters. Each of the newsletters was mailed to the 415 individuals who were identified from the initial mailed survey, plus persons who were added to the list during the project period. In all, over 3320 newsletters were mailed. These served two functions. First, the network was kept apprised of activities going on in the field of aging. Second, the service providers were kept informed of the project activities, and were thus made increasingly aware of the library's resources. Since it was unlikely that only a single individual saw the newsletter within a single agency, overall agency awareness of the library was enhanced.

In addition to the broad ranged population affected by the receipt of the newsletter, the project staff also prepared and distributed twelve fact sheets. Whereas the newsletter provided a general focus to the activities of the aging network in general and the library in particular, the fact sheets filled the need of specific, specialized information for individuals. The library also targeted the distribution of the fact sheets towards sub-groups of individuals who had clearly displayed a need for the information or who worked in such positions that it was evident that they could utilize the information. Table 4 provides a general view of the distribution of the prepared fact sheets.

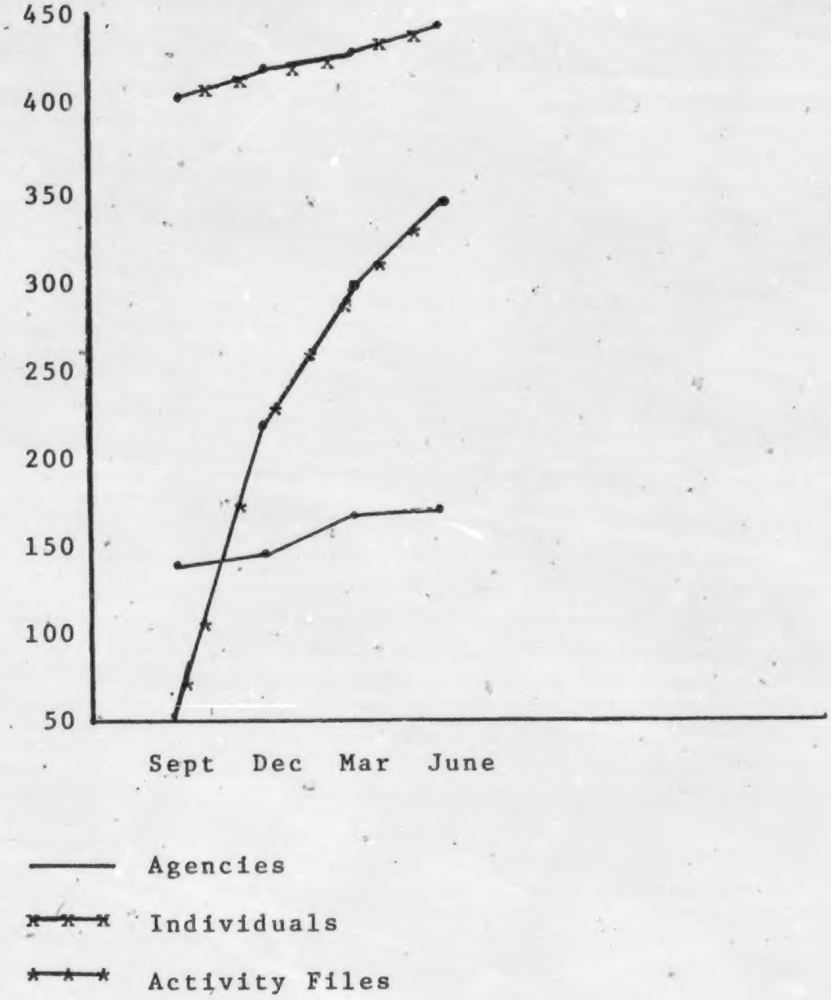
TABLE 4: FACT SHEET DISSEMINATION

Title	Number Distributed	Cumulative Total
Activity Programs	218	218
Food and Nutrition	123	341
Physical Fitness	99	440
Speakers/Programs	237	677
Nursing Homes	64	741
Public Policy/Advocacy	55	796
Housing	45	841
Governmental Affairs	35	876
Employment	40	916
Travel	17	933
Sexual Activity and Aging	56	989
Death and Dying	72	1061
TOTAL	1061	1061

Again, reflecting not the total distribution of fact sheets but rather the data gathered for the purposes of this report, dissemination of the general fact sheet proved to be quite substantial. Since the fact sheets were organized in such a manner as to provide specific references, general information, and the sources for resource materials, the subsequent utilization of other library resources was enhanced. Frequently, the material contained in the fact sheet assisted a recipient in further defining his information need. Many comments to the evaluator in personal discussions with the service providers indicated that the providers found the fact sheets to be useful. They also indicated that they had not been aware of the availability of certain resources. They then proceeded to request the information listed in the fact sheet from the library.

As the project continued during its operational phases, the number of participants increased, as did the information obtained about participants kept by the project staff. Figure 1 displays a chart of different levels of participation from September, 1978, through June, 1979.

FIGURE 1: GROWTH IN PARTICIPATION



As noted within the chart, all three items (i.e., number of agencies, number of individuals, and activity files) increased throughout the period. As noted from the data, the number of individuals experienced the greatest increase. This suggests an increasingly developed knowledge base on the part of the project staff. The newly developing lists of individuals and the active files kept on those individuals demonstrate that the project was successful in its information dissemination efforts. Individuals became known to the project. The project became known to individuals.

As the newsletters were disseminated and fact sheets were sent out, the requests for information submitted to the library also increased. The total number of requests by phases of the project were: Phase I--213; Phase II--424; Phase III--249. The tremendous increase in the number of requests during the second phase of the project illustrates the growing awareness of the project. It also reflects an increase of the activity level of the aging network during this period of time. From the January to April period of time, two new aging services emerged in the Dallas network; thus, information could be expected to be high. The fact that many of the providers turned to the library during this time illustrates the acceptance of the library as a resource.

The decline in activity during the third phase is probably a reflection of declined activity within the service network, rather than a reflection upon the project staff. As noted earlier, two new services initiated in 1979 resulted in expanded needs for information. Moreover, part of Phase III takes into account summer months which are traditionally low in activity within the aging network.

Tables 5 and 6 illustrate data gathered regarding the types of requests submitted to the library. Based upon the 236 requests presented, the largest proportion of requests concerned general information regarding the processes of aging. These requests centered around information about the definition of age, demographic variables associated with aging, and other topics of general interest. The special interest categories tended to focus on the specific interests of the person making the request. These included items such as nursing home regulations for the nursing home industry, specific requests from Senior Centers for programs or places to visit, and other types of very specific information.

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TABLE 5: AGENCIES AND INDIVIDUALS MAKING REQUESTS

Type of Agency	Number of Requests	Number of People Requesting	Number of Agencies Per Category
Adult Day Care Centers	2	1	1
Community Based Social Services	2	1	1
Educational Institutions	3	2	2
Home Health Services	9	5	3
Mental Health Centers	5	1	1
Nutrition Sites	6	2	1
Nursing Homes	29	6	5
Philanthropic Organizations	6	3	3
Planning Agencies	12	3	3
Public Housing	2	2	2
Religious Organizations	7	3	2
Research Centers	1	1	1
Retirement Facilities	2	2	2
Senior Centers	33	14	10
Voluntary Groups	3	1	1
TOTAL	122	47	38

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TABLE 6: REQUESTS FOR INFORMATION SUBMITTED TO THE LIBRARY

Request	Number	Percent
Audiovisual Materials (films, slides)	9	3.8%
Consumer Information	5	2.1%
Adult Day Care Centers	8	3.4%
Death and Dying	2	.9%
Deviance (alcoholism, abuse)	6	2.5%
Educational Resources	16	6.8%
General Information About Aging	47	20.0%
Health (Mental)	11	4.7%
Health (Physical)	30	12.7%
Housing	12	5.1%
Legal	2	.8%
Leisure Activities	23	9.8%
Management	2	.8%
Public Policy	5	2.1%
Senior Centers	3	1.2%
Speakers	11	4.7%
Special Interests	31	13.2%
Therapies	6	2.5%
Transportation	7	2.9%
TOTAL	236	100.0%

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Other items of note are the categories of physical health, leisure activities, educational resources, and housing. All of these requests indicate the full range of activities on which the library project assisted individuals in locating information.

Table 7 illustrates the breakdown of 326 library responses for information requested by the service providers. The category on general information underpresents the total number of requests from the library, since not all requests were noted. Also the category on books only displays information which was in the activity files of the individual participants. Actually over 100 books were sent out from the Special Information Project office and an untold number taken from the general library resources and not made known to the project staff.

TABLE 7: RESPONSES OF THE LIBRARY TO REQUESTS FOR INFORMATION

Response	Number	Percent of Responses
Articles Sent	122	37.5%
Audiovisual Information	26	8.0%
Bibliographies	28	8.7%
Books	53	16.4%
Catalogues (college/university, lists of materials)	10	3.1%
Computer Searches	72	22.1%
General Information (Speakers, etc.)	2	.4%
Personal Meeting	11	3.4%
Referred to Other Sources	2	.4%
TOTAL	326	100.0%

As noted in the table a considerable amount of information was shared with the aging community. Articles, books and computer searches, of course, represent the largest number of responses. These are available materials and activities which the library is noted for. The other activities illustrate that the library project was diverse in its efforts to meet the information needs of the aging network.

Of course one can always ask whether or not the resources would have been utilized had not the project been underway. There is no answer to that question. However, after reviewing the results of the initial surveys it appears likely that the activity level would not have been as great if the library's special project had not been going on. The project provided a widely known resource base which stimulated related usage.

The data on computer usage is presented since this data not only illustrates what materials were taken out, but also illustrates the specific information requests. In order to have a computer search conducted the persons must verbalize their needs. Hence the computer search data provides a good general view of the kinds of topics of interest to the aging community.

The data in Table 8 is based upon an analysis of 72 requests for computer searches.

TABLE 8: COMPUTER SEARCH REQUESTS BY TOPICAL AREAS

Topic	Number of Requests	Cumulative Total
Advocacy/Planning/ Public Policy	8	8
Death/Dying/Grief	4	12
Education	3	15
Employment	3	18
Family Relations	2	20
General Information on Aging/Roles/Relationships	12	32
Health (Physical & Mental)	9	41
Nursing Homes	4	45
Nutrition	2	47
Psychology/Mental Health	8	55
Recreation	5	60
Sheltered Workshops/ Day Care	5	65
Special Problems (alcohol, crime, etc.)	6	71
Volunteers	1	72
TOTAL	72	72

As noted in the table, a wide range of information was provided. Each individual requesting a computer search worked with a library staff person to review the available databases. The majority of the requests related to general items of interest regarding the needs of the elderly, the processes of aging and topics of special interest. The broad range of inquiries suggests that the project was viewed, not as a resource by an extremely sophisticated sub-section of the aging community. Rather, it suggests that a diverse population of individuals was using the library resources. It is also suspicioned that the computer printouts was used by more than one person within an agency, thus assisting the information dissemination process.

Besides the newsletters, the fact sheets, and the requests for information, the library project was also engaged in three community based workshops for the aging community. These were workshops on (a) government documents, (b) use of audio visual materials for the nutrition centers, and (c) a humanities workshop for those interested in this aspect of working with the aged community.

Table 9 summarizes the participation in each of these workshops.

TABLE 9: PARTICIPATION IN PROJECT SPONSORED SEMINARS

Attendance at Government Documents Seminar
(March 1, 1979)

Agency	Number Attending
Dallas Community Action Center	2
Dallas Community Action Center (North Dallas Center)	4
Dallas Housing Authority	1
Senior Citizens of Greater Dallas, Inc.	3
Dallas City Health Department	1
City of Dallas Parks and Recreation	1
City of Dallas Revenue and Taxation Department	1
Oak Cliff Senior Center	1
Dallas Geriatric Research Institute	1
TOTAL	15

Attendance at Nutrition Center Workshops	33

Attendance At Humanities Workshop

Dallas Community Action Centers	4
Dallas Independent Schools (Home and Family Life Teachers)	6
Housing and Urban Development Housing -Little Mexico Housing Agency	3
Nursing Homes	22
North West Dallas Office on Aging	2
Nutrition Centers	3
Visiting Nurse Association	2
TOTAL	42

In other words, not only were the workshops successful in reaching a wide variety of agencies, but also the agencies had gained things which ultimately reflected itself within the aging community. While this secondary benefit is extremely difficult to document, the project evaluator knows of several grant applications, advocacy background papers, and community programs which utilized much of the information gained during the workshops.

Finally, in January of 1979 using the library data files, the project staff developed an extensive listing of Emergency Aid Services available to agencies and individuals in Dallas County. This Emergency Services Directory was mailed to all of the individuals listed in the files of the Special Information Services Project. It was mailed to over 400 different individuals.

Aging Community Responses

Throughout the project, participants were asked to evaluate the materials which they received from the library. As materials were sent out, the recipient received a postcard on which they noted whether or not they had found the material to be of use, and whether or not they needed additional information regarding a particular topic. These data are presented in Table 10.

TABLE 10: EVALUATION POSTCARDS OF RESOURCE MATERIALS

Category	Number Responding	Percent
Material Relevant	121	77.1%
Material Somewhat Relevant	34	21.7%
Material Not Relevant	1	.6%
No Response	1	.6%
TOTAL	157	100.0%
More Information Needed	61	38.9%
More Information Not Needed	39	24.8%
No Response	57	36.3%
TOTAL	157	100.0%

An overwhelming proportion of the 157 respondents found that the material was relevant to their interest. Only one person indicated that the material was not relevant. While no one can be certain that the information was the most relevant material available, the overall response appears to be quite meaningful. That is, it is apparent that the library's response to information requests was perceived by the subject population as being meaningful. This could only enhance the probability that when future needs arise the library would be viewed as a legitimate source of additional information.

In response to the question regarding the need for additional information, 61 felt that more information was needed, and 39 felt that no additional information was necessary. The question remains, and is unanswered at this time, as to whether or not the library would be viewed as a source for the needed additional information.

Persons who received the Emergency Services Information were also asked to complete an evaluation of this packet information. One hundred and forty three individuals responded. Of this group, 47 indicated that they had used the information, 86 replied that they had not used it. Of the 47 indicating that they had used the resources, 43 said that they had found it appropriate to their purpose, two had not found it appropriate, and two did not respond to this item. Only 10 people of the 143 individuals responded that they felt that the document was not appropriate for their needs.

When asked if they would pay $2.00 for an update of the directory, 78 said yes, 45 said no. The latter group was undoubtedly influenced by the fact that there are a number of directories of other community services (non-emergency services) which are available free from other agencies.

Finally, 29 of the original 57 persons who had been contacted by telephone were again contacted to determine their use and perception of the library project. Of this group, 16 had used the library project, 13 had not. Of this latter group, most stated that they were either too lazy to use the project, that they did not work directly with the elderly and therefore had no reason to use the project, or were not located in a geographic place that made the library accessible to them.

The most common uses of the library project of those surveyed were; referrals to other agencies or individuals; information needs, such as articles, books or bibliographies; the location and other information on workshops and/or seminars, and demographic information about older people.

For the most part, the providers who had used the service were highly pleased with its response. They stated that they felt more comfortable in using the library and that they now perceived the library as a major resource in filling their information needs. Many indicated that they intended to continue to use the library in the future.

The respondents also felt that the library had helped them to define their information needs. Stating that they had initally been vague about the specific information they desired, they had found that the library staff was skilled in helping them locating the areas of interest and then defining sub-areas within that information.

Finally when asked whether or not they had a budget item which would enable them to purchase library materials, 50 percent indicated that they did, and 50 percent said that they did not. This of course raises the issue of whether or not they will actually continue using the library and acquiring library materials once the project ends.

Conclusions

The overall conclusion of the evaluator of the library Special Information Project is that the project staff was highly successful in increasing the awareness of the aging community of the public library as a resource. The dissemination of information via newsletters, fact sheets, emergency aids bulletins, and public workshops, assisted in focusing the attention of the community upon the library. The requests for information were considerable; the amounts of materials sent out were impressive.

From the mailed evaluations, telephone conversations, and personal discussions with participants, it is apparent that the library responses were appropriate to the level requested. This is extremely significant, given the range and scope of the service system. It is also apparent from these sources that utilization of the library has been enhanced through the project.

Two questions remain unanswered. First, will the library continue to operate as effectively in the absence of the project? It is natural that people use a resource that they come to know. In its efforts the project staff became known to and recognized by the community as a resource. Will this use of the library continue without a known resource person?

Second, what will the library continue to do to inform the aging community of its resources? The dissemination of information has been extensive. It has helped to focus vague needs for information. Will the library be able to handle the future client who indicates a need for information, but who cannot specify the particular item of information?

Finally, the efforts of this project have enhanced service to the elderly both directly and indirectly. New knowledge has been shared, and resources for obtaining additional information have been identified. Given that no program of this nature existed in the past, it can only be hoped that enough interest has been generated to continue this important work.

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APPENDIX XIV

LISTING OF THE DATA FILES USED

COMPUTER DATABASES IN DIALOG AND ORBIT USED IN ONLINE SEARCHES

When a file is available only in ORBIT that fact is noted in the left margin. All others were run in DIALOG.

	ABI/INFORM also in ORBIT
	AGRICOLA (Bibliography of Agriculture) also in ORBIT
	AIM/ARM (The Center for Vocational Education, The Ohio State University, Columbus, OH)
ORBIT	ASI (American Statistics Index)
	BIOSIS PREVIEWS 1969-present. (Biological Abstracts, Inc.)
	CA CONDENSATES 1970-71 (Chemical Abstracts Service)
	CA CONDENSATES/CASIA 1972-present (Chemical Abstracts Service)
ORBIT	CDI Dissertation Abstracts International (DAI) American Doctoral Dissertation (ADD)
	CHEMICAL INDUSTRY NOTES (CIN) 1974-present
ORBIT	CIS (CIS Index)
	COMPREHENSIVE DISSERTATION ABSTRACTS (Xerox U. Microfilm)
	CONFERENCE PAPERS INDEX (also in ORBIT)
ORBIT	CRECORD (Congressional Record Section of Federal abstracts)
	CURRENT RESEARCH INFORMATION SYSTEM (CRIS), July 1974-present
	ERIC (Resources in Education RIE, Current Index to Journals in Education CIJE) also in ORBIT
	EXCERPTA MEDICA (in process)
ORBIT	FEDREG (Federal Register Abstracts)
	FOODS ADLIBRA
	FOUNDATION DIRECTORY (The Foundation Center)
	FOUNDATION GRANTS INDEX (The Foundation Center)
	FSTA (FOOD SCIENCE AND TECHNOLOGY ABSTRACTS)
	GPO MONTHLY CATALOG also in ORBIT
ORBIT	GRANTS (Grant Information System - GIS); Faculty Alert Bulletin
	HISTORICAL ABSTRACTS (ABC-CLIO, Inc.)
ORBIT	LABOR DOC (International Labor Documentation)
	LANGUAGE AND LANGUAGE BEHAVIOR ABSTRACTS (LLBA) (Sociological Abstracts, Inc.)
	MAGAZINE INDEX (Information Access Corp.)
	MANAGEMENT (Management Contents) also in ORBIT
	MLA BIBLIOGRAPHY
ORBIT	NDEX (Newspaper Indexes)
	NICEM (National Information Center for Educational Media)
	NICSEM/NIMIS (National Information Center for Special Educational Materials) (National Instructional Materials Information System)

NTIS (Weekly Government Abstracts; Government
  Reports Announcements) also in ORBIT
PAIS INTERNATIONAL
PHARMACEUTICAL NEWS INDEX (PNI)
PSYCHOLOGICAL ABSTRACTS
PTS F&S INDEXES
PTS FEDERAL INDEX
PTS FEDERAL INDEX WEEKLY
SCISEARCH
SOCIAL SCISEARCH also in ORBIT
SOCIOLOGICAL ABSTRACTS
SSIE CURRENT RESEARCH (Smithsonian Science
  Information Exchange) also in ORBIT
USPSD (UNITED STATES POLITICAL SCIENCE DOCUMENTS)